Student name:\_\_\_\_\_\_\_\_\_\_

**1)** In addition to operations, which of the following is considered a "line" function?

A) accounting   
 B) finance  
 C) IT  
 D) procurement  
 E) sales

**Question Details**Difficulty : 1 Easy  
Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember  
Learning Objective : 01-03 Explain the importance of learning about operations management.  
Topic : Why Learn about Operations Management?

**2)** Marketing personnel and product designers must work closely with operations to successfully develop and produce new products because operations personnel can best judge how \_\_\_\_\_\_\_\_\_\_\_\_\_ new product designs will be.

A) marketable   
 B) segmentable  
 C) manufacturable  
 D) profitable  
 E) nameable

**Question Details**Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember  
Difficulty : 2 Medium  
Learning Objective : 01-03 Explain the importance of learning about operations management.  
Topic : Why Learn about Operations Management?

**3)** Managing the supply chain has become more important as a result of firms increasing their levels of

A) overtime.   
 B) outsourcing.  
 C) marketing.  
 D) promotions.  
 E) shipping.

**Question Details**Difficulty : 1 Easy  
Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember  
Topic : Key Issues for Today's Business Operations  
Learning Objective : 01-11 Explain the need to manage the supply chain.

**4)** Which of the following would tend to increase the importance of supply chain management?

A) increased supply chain stability   
 B) lower levels of outsourcing  
 C) reduced competitive pressures  
 D) increased globalization  
 E) greater emphasis on local markets

**Question Details**Difficulty : 1 Easy  
Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember  
Topic : Key Issues for Today's Business Operations  
Learning Objective : 01-11 Explain the need to manage the supply chain.

**5)** In their chief role of \_\_\_\_\_\_\_\_\_, operations managers exert considerable influence over the degree to which the goals and objectives of the organization are realized.

A) promoter/salesman   
 B) designer/builder  
 C) planner/decision maker  
 D) recruiter/trainer  
 E) troubleshooter/problem-solver

**Question Details**Difficulty : 1 Easy  
Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember  
Learning Objective : 01-07 Explain the key aspects of operations management decision making.  
Topic : Operations Management and Decision Making

**6)** A "product package" consists of

A) the exterior wrapping.   
 B) the shipping container.  
 C) a combination of goods and services.  
 D) goods if a manufacturing organization.  
 E) customer relations if a service organization.

**Question Details**Difficulty : 1 Easy  
Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember  
Learning Objective : 01-01 Define the terms operations management and supply chain.  
Topic : Introduction

**7)** Business organizations consist of three major functional areas which, ideally

A) support one another.   
 B) are mutually exclusive.  
 C) exist independently of each other.  
 D) function independently of each other.  
 E) do not interface with each other.

**Question Details**Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember  
Difficulty : 2 Medium  
Learning Objective : 01-04 Identify the three major functional areas of organizations and describe ho  
Topic : Why Learn about Operations Management?

**8)** Which of the following is a type of transformation process used by operations to convert inputs into outputs?

A) cutting   
 B) storing  
 C) transporting  
 D) analyzing  
 E) all of these choices are transformation processes

**Question Details**Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Learning Objective : 01-01 Define the terms operations management and supply chain.  
Difficulty : 2 Medium  
Bloom's : Understand  
Topic : Introduction

**9)** Technology choices can have a major impact on

A) costs.   
 B) productivity.  
 C) customer satisfaction.  
 D) quality.  
 E) all of these choices are correct.

**Question Details**Difficulty : 1 Easy  
Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember  
Learning Objective : 01-01 Define the terms operations management and supply chain.  
Topic : Introduction

**10)** Measurements taken at various points in the transformation process for control purposes are called

A) plans.   
 B) directions.  
 C) controls.  
 D) feedback.  
 E) budgets.

**Question Details**Difficulty : 1 Easy  
Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember  
Learning Objective : 01-01 Define the terms operations management and supply chain.  
Topic : Introduction

**11)** Budgeting, analysis of investment proposals, and provision of funds are activities associated with the \_\_\_\_\_\_\_ function.

A) operation   
 B) marketing  
 C) purchasing  
 D) finance  
 E) internal audit

**Question Details**Difficulty : 1 Easy  
Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember  
Learning Objective : 01-04 Identify the three major functional areas of organizations and describe ho  
Topic : Introduction

**12)** Which of the following would not generally be classified under the heading of transformation?

A) assembling   
 B) teaching  
 C) staffing  
 D) farming  
 E) consulting

**Question Details**Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember  
Learning Objective : 01-01 Define the terms operations management and supply chain.  
Difficulty : 3 Hard  
Topic : Introduction

**13)** Buying goods or services instead of producing or providing them in-house is called

A) downsizing.   
 B) outsourcing.  
 C) internationalization.  
 D) vertical integration.  
 E) entrepreneurship.

**Question Details**Learning Objective : 01-06 Describe the operations function and the nature of the operations manager'  
Topic : The Scope of Operations Management  
Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Difficulty : 2 Medium  
Bloom's : Understand

**14)** Product design and process selection are examples of \_\_\_\_\_\_\_ decisions.

A) financial   
 B) tactical  
 C) system design  
 D) system operation  
 E) forecasting

**Question Details**Learning Objective : 01-06 Describe the operations function and the nature of the operations manager'  
Topic : The Scope of Operations Management  
Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember  
Difficulty : 3 Hard

**15)** The responsibilities of the operations manager include

A) allocating financial resources throughout the organization.   
 B) the creation of goods or provision of services.  
 C) promoting the organization’s goods or services.  
 D) assessing consumer wants and needs.  
 E) analyzing investment proposals.

**Question Details**Learning Objective : 01-06 Describe the operations function and the nature of the operations manager'  
Topic : The Scope of Operations Management  
Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember  
Difficulty : 2 Medium

**16)** Knowledge skills usually don't include

A) process knowledge.   
 B) accounting skills.  
 C) communication skills.  
 D) global knowledge.  
 E) financial skills.

**Question Details**Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Difficulty : 2 Medium  
Bloom's : Understand  
Learning Objective : 01-03 Explain the importance of learning about operations management.  
Topic : Career Opportunities and Professional Societies

**17)** Which of the following is not true about the systems approach?

A) A systems viewpoint is almost always beneficial in decision making.   
 B) A systems approach emphasizes interrelationships among subsystems.  
 C) A systems approach concentrates on efficiency within subsystems.  
 D) A systems approach is essential whenever something is being redesigned or improved.  
 E) All of the choices are true.

**Question Details**Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Difficulty : 2 Medium  
Bloom's : Understand  
Learning Objective : 01-07 Explain the key aspects of operations management decision making.  
Topic : Operations Management and Decision Making

**18)** Which of the following is a system in which low-skilled workers use specialized equipment to produce high volumes of standardized goods?

A) supply chain   
 B) the Internet  
 C) craft production  
 D) mass production  
 E) lean systems

**Question Details**Difficulty : 1 Easy  
Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember  
Learning Objective : 01-08 Briefly describe the historical evolution of operations management.  
Topic : The Historical Evolution of Operations Management

**19)** Production systems with customized outputs typically have relatively

A) high volumes of output.   
 B) low unit costs.  
 C) high amounts of specialized equipment.  
 D) fast work movement.  
 E) skilled workers.

**Question Details**Difficulty : 1 Easy  
Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember  
Learning Objective : 01-08 Briefly describe the historical evolution of operations management.  
Topic : The Historical Evolution of Operations Management

**20)** Which is not an area of significant difference between manufacturing and service operations?

A) forecasting demand   
 B) uniformity of input  
 C) labor content of jobs  
 D) customer contact  
 E) measurement of productivity

**Question Details**Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Difficulty : 2 Medium  
Learning Objective : 01-02 Identify similarities and differences between production and service opera  
Bloom's : Understand  
Topic : Production of Goods versus Providing Services

**21)** Which of the following is not a characteristic of service operations?

A) intangible output   
 B) high customer contact  
 C) high labor content  
 D) easy measurement of productivity  
 E) low uniformity of input

**Question Details**Difficulty : 1 Easy  
Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember  
Learning Objective : 01-02 Identify similarities and differences between production and service opera  
Topic : Production of Goods versus Providing Services

**22)** Which of the following most involves coordinating the activities among all the elements of the business including its suppliers and distributors?

A) pollution control   
 B) quality management  
 C) supply chain management  
 D) competition from foreign manufacturers  
 E) technological change

**Question Details**Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Difficulty : 2 Medium  
Bloom's : Understand  
Learning Objective : 01-09 Describe current issues in business that impact operations management.  
Topic : Key Issues for Today's Business Operations

**23)** Farming is an example of

A) an obsolete activity.   
 B) a virtual organization.  
 C) nonmanufactured goods production.  
 D) a growth industry.  
 E) customized manufacturing.

**Question Details**Difficulty : 1 Easy  
Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember  
Learning Objective : 01-02 Identify similarities and differences between production and service opera  
Topic : Production of Goods versus Providing Services

**24)** Dealing with the fact that certain aspects of any management situation are more important than others is called

A) analysis of trade-offs.   
 B) sensitivity analysis.  
 C) recognition of priorities.  
 D) analysis of variance.  
 E) decision table analysis.

**Question Details**Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember  
Difficulty : 2 Medium  
Learning Objective : 01-07 Explain the key aspects of operations management decision making.  
Topic : Operations Management and Decision Making

**25)** The fact that a few improvements in a few key areas of operations will have more impact than many improvements in many other areas is consistent with the

A) Irwin phenomenon.   
 B) Pareto phenomenon.  
 C) Stevenson phenomenon.  
 D) Tellier phenomenon.  
 E) Adam Smith phenomenon.

**Question Details**Difficulty : 1 Easy  
Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember  
Learning Objective : 01-07 Explain the key aspects of operations management decision making.  
Topic : Operations Management and Decision Making

**26)** The process of comparing outputs to previously established standards to determine if corrective action is needed is called

A) planning.   
 B) directing.  
 C) controlling.  
 D) budgeting.  
 E) disciplining.

**Question Details**Difficulty : 1 Easy  
Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember  
Learning Objective : 01-01 Define the terms operations management and supply chain.  
Topic : Introduction

**27)** Which of the following does not relate to system design?

A) altering the system capacity   
 B) location of facilities  
 C) inventory management  
 D) selection and acquisition of equipment  
 E) physical arrangement of departments

**Question Details**Learning Objective : 01-06 Describe the operations function and the nature of the operations manager'  
Topic : The Scope of Operations Management  
Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember  
Difficulty : 2 Medium

**28)** Taking a systems viewpoint with regard to operations in today's environment increasingly leads decision makers to consider \_\_\_\_\_\_\_\_\_\_\_\_\_\_ in response to the \_\_\_\_\_\_\_\_\_\_\_.

A) flexibility; pressure to be more efficient   
 B) offshoring; need to promote domestic production  
 C) sustainability; threat of global warming  
 D) technology; impact of random variation  
 E) forecasting; stabilization of demand

**Question Details**Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Difficulty : 3 Hard  
Learning Objective : 01-09 Describe current issues in business that impact operations management.  
Topic : Key Issues for Today's Business Operations  
Bloom's : Analyze

**29)** Some companies attempt to maximize the revenue they receive from fixed operating capacity by influencing demands through price manipulation. This is an example of

A) illegal price discrimination.   
 B) collusion.  
 C) volume analysis.  
 D) revenue management.  
 E) outsourcing.

**Question Details**Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember  
Topic : Operations Today  
Difficulty : 2 Medium  
Learning Objective : 01-09 Describe current issues in business that impact operations management.

**30)** Which of the following is not an ongoing trend in manufacturing?

A) globalization   
 B) quality improvement  
 C) flexibility and agility  
 D) mass production for greater economies of scale  
 E) technological advances

**Question Details**Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember  
Topic : Operations Today  
Difficulty : 2 Medium  
Learning Objective : 01-09 Describe current issues in business that impact operations management.

**31)** Which of the following is not a benefit of using models in decision making?

A) They provide a standardized format for analyzing a problem.   
 B) They serve as a consistent tool for evaluation.  
 C) They are easy to use and less expensive than dealing with the actual situation.  
 D) They force the decision maker to take into account qualitative issues such as personalities and emotions.  
 E) They offer insights into fundamental issues at play in a decision-making setting.

**Question Details**Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember  
Difficulty : 2 Medium  
Learning Objective : 01-07 Explain the key aspects of operations management decision making.  
Topic : Operations Management and Decision Making

**32)** Modern firms increasingly rely on other firms to supply goods and services instead of doing these tasks themselves. This increased level of \_\_\_\_\_\_\_\_\_\_\_\_\_ is leading to increased emphasis on \_\_\_\_\_\_\_\_\_\_\_\_ management.

A) outsourcing; supply chain   
 B) offshoring; lean  
 C) downsizing; total quality  
 D) optimizing; inventory  
 E) internationalization; intercultural

**Question Details**Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Difficulty : 2 Medium  
Bloom's : Understand  
Topic : Key Issues for Today's Business Operations  
Learning Objective : 01-11 Explain the need to manage the supply chain.

**33)** Operations and sales are the two \_\_\_\_\_\_\_\_ functions in businesses.

A) strategic   
 B) tactical  
 C) support  
 D) value-adding  
 E) line

**Question Details**Difficulty : 1 Easy  
Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember  
Learning Objective : 01-03 Explain the importance of learning about operations management.  
Topic : Why Learn about Operations Management?

**34)** Marketing depends on operations for information regarding

A) productivity.   
 B) lead time.  
 C) cash flow.  
 D) budgeting.  
 E) corporate intelligence.

**Question Details**Difficulty : 1 Easy  
Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember  
Learning Objective : 01-03 Explain the importance of learning about operations management.  
Topic : Why Learn about Operations Management?

**35)** Two widely used metrics of variation are the \_\_\_\_\_\_\_\_\_\_ and the \_\_\_\_\_\_\_\_\_.

A) mean; standard deviation   
 B) productivity ratio; correlation  
 C) standardized mean; assignable deviation  
 D) randomized mean; standardized deviation  
 E) normal distribution; random variation

**Question Details**Difficulty : 1 Easy  
Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember  
Topic : Process Management  
Learning Objective : 01-05 Summarize the two major aspects of process management.

**36)** Which of the following statements about variation is false?

A) Variation prevents a production process from being as efficient as it can be.   
 B) Some variation can be prevented.  
 C) Variation can either be assignable or random.  
 D) Any variation makes a production process less productive  
 E) Random variation generally cannot be influenced by managers.

**Question Details**Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Understand  
Difficulty : 3 Hard  
Topic : Process Management  
Learning Objective : 01-05 Summarize the two major aspects of process management.

**37)** Which of the following is essential to consider with respect to managing a process to meet demand?

A) advertising   
 B) trends in fashion  
 C) global economic trends  
 D) financial reporting standards  
 E) capacity

**Question Details**Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Difficulty : 2 Medium  
Bloom's : Understand  
Topic : Process Management  
Learning Objective : 01-05 Summarize the two major aspects of process management.

**38)** Which of the following refers to service and production processes that use resources in ways that do not harm ecological systems?

A) sustainability   
 B) supportability  
 C) marketability  
 D) perishability  
 E) transportability

**Question Details**Difficulty : 1 Easy  
Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember  
Learning Objective : 01-09 Describe current issues in business that impact operations management.  
Topic : Key Issues for Today's Business Operations

**39)** Which of the following principles emphasizes that actions should make the community as a whole better off?

A) The Rights Principle   
 B) The Fairness Principle  
 C) The Virtue Principle  
 D) The Common Good Principle  
 E) The Utilitarian Principle

**Question Details**Difficulty : 1 Easy  
Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
Bloom's : Remember  
Learning Objective : 01-09 Describe current issues in business that impact operations management.  
Topic : Key Issues for Today's Business Operations  
AACSB : Ethics

**40)** If one organization is better able than most to respond to changes in demands or opportunities, we say that organization exhibits higher

A) sustainability.   
 B) efficiency.  
 C) productivity.  
 D) agility.  
 E) marketability.

**Question Details**Difficulty : 1 Easy  
Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember  
Topic : Operations Today  
Learning Objective : 01-09 Describe current issues in business that impact operations management.

**41)** Supplying operations with parts and materials, performing work on products, and/or performing services are part of the firm's

A) division of labor.   
 B) market development.  
 C) outsourcing.  
 D) external process orientation.  
 E) internal supply chain.

**Question Details**Difficulty : 1 Easy  
Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember  
Learning Objective : 01-01 Define the terms operations management and supply chain.  
Topic : Introduction

**42)** The essence of the operations function is to \_\_\_\_\_ during the transformation process.

A) measure feedback   
 B) produce goods  
 C) add labor  
 D) add value  
 E) gather information

**Question Details**Difficulty : 1 Easy  
Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember  
Learning Objective : 01-01 Define the terms operations management and supply chain.  
Topic : Introduction

**43)** Which of the following is not an element of supply chain management?

A) logistics   
 B) operations  
 C) customers  
 D) location  
 E) processing

**Question Details**Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Difficulty : 2 Medium  
Bloom's : Understand  
Learning Objective : 01-09 Describe current issues in business that impact operations management.  
Topic : Key Issues for Today's Business Operations

**44)** \_\_\_\_\_ is considered to be more challenging for \_\_\_\_\_ due to the higher variation in input.

A) Labor content of jobs; operations   
 B) Uniformity of input; inventory management  
 C) Measurement of productivity; managers  
 D) Wages; manufacturing  
 E) Quality assurance; services

**Question Details**Difficulty : 1 Easy  
Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember  
Learning Objective : 01-02 Identify similarities and differences between production and service opera  
Topic : Production of Goods Versus Providing Services

**45)** Which of the following is a common complaint that employers have when hiring recent college graduates?

A) lack of general knowledge of how businesses operate   
 B) not understanding the functions of accounting, finance, and marketing  
 C) lack of knowledge about global dependencies of companies  
 D) not understanding the importance of customer service  
 E) lack of knowledge of economic analysis and forecasting

**Question Details**Difficulty : 1 Easy  
Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember  
Learning Objective : 01-03 Explain the importance of learning about operations management.  
Topic : Why Learn about Operations Management?

**46)** Which of the following is an example of a supporting process?

A) marketing   
 B) purchasing  
 C) strategy  
 D) sales  
 E) information technology

**Question Details**Difficulty : 1 Easy  
Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember  
Topic : Process Management  
Learning Objective : 01-05 Summarize the two major aspects of process management.

**47)** Operations managers are responsible for assessing consumer wants and needs and selling and promoting the organization's goods or services.

⊚ true  
 ⊚ false

**Question Details**Difficulty : 1 Easy  
Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember  
Learning Objective : 01-01 Define the terms operations management and supply chain.  
Topic : Introduction

**48)** Often, the collective success or failure of companies' operations functions will impact the ability of a nation to compete with other nations.

⊚ true  
 ⊚ false

**Question Details**Difficulty : 1 Easy  
Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember  
Learning Objective : 01-01 Define the terms operations management and supply chain.  
Topic : Introduction

**49)** Companies are either producing goods or delivering services. This means that only one of the two types of operations management strategies are used.

⊚ true  
 ⊚ false

**Question Details**Difficulty : 1 Easy  
Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember  
Learning Objective : 01-01 Define the terms operations management and supply chain.  
Topic : Introduction

**50)** Operations, marketing, and finance function independently of each other in most organizations.

⊚ true  
 ⊚ false

**Question Details**Difficulty : 1 Easy  
Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember  
Learning Objective : 01-01 Define the terms operations management and supply chain.  
Topic : Introduction

**51)** The greater the degree of customer involvement, the more challenging the design and management of operations.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Learning Objective : 01-01 Define the terms operations management and supply chain.  
Difficulty : 2 Medium  
Bloom's : Understand  
Topic : Introduction

**52)** Goods-producing organizations are not involved in service activities.

⊚ true  
 ⊚ false

**Question Details**Difficulty : 1 Easy  
Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember  
Learning Objective : 01-01 Define the terms operations management and supply chain.  
Topic : Introduction

**53)** Service operations require additional inventory because of the unpredictability of consumer demand.

⊚ true  
 ⊚ false

**Question Details**Difficulty : 1 Easy  
Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember  
Learning Objective : 01-02 Identify similarities and differences between production and service opera  
Topic : Production of Goods versus Providing Services

**54)** In for-profit organizations, the value of outputs is measured by the prices customers are willing to pay for goods or services.

⊚ true  
 ⊚ false

**Question Details**Difficulty : 1 Easy  
Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember  
Learning Objective : 01-01 Define the terms operations management and supply chain.  
Topic : Introduction

**55)** The use of models will guarantee the best possible decisions.

⊚ true  
 ⊚ false

**Question Details**Difficulty : 1 Easy  
Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember  
Learning Objective : 01-07 Explain the key aspects of operations management decision making.  
Topic : Operations Management and Decision Making

**56)** People who work in the field of operations should have skills that include both knowledge and people skills.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Difficulty : 2 Medium  
Bloom's : Understand  
Learning Objective : 01-03 Explain the importance of learning about operations management.  
Topic : Career Opportunities and Professional Societies

**57)** Assembly lines improved productivity by using interchangeable parts and craft production.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember  
Difficulty : 3 Hard  
Learning Objective : 01-08 Briefly describe the historical evolution of operations management.  
Topic : The Historical Evolution of Operations Management

**58)** The operations manager has primary responsibility for making operations system design decisions, such as system capacity and location of facilities.

⊚ true  
 ⊚ false

**Question Details**Difficulty : 1 Easy  
Learning Objective : 01-06 Describe the operations function and the nature of the operations manager'  
Topic : The Scope of Operations Management  
Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember

**59)** The word "technology" is used only to refer to "information technology."

⊚ true  
 ⊚ false

**Question Details**Difficulty : 1 Easy  
Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember  
Topic : Operations Today  
Learning Objective : 01-09 Describe current issues in business that impact operations management.

**60)** "Value added" by definition is always a positive number since "added" implies increases.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Learning Objective : 01-01 Define the terms operations management and supply chain.  
Difficulty : 2 Medium  
Bloom's : Understand  
Topic : Introduction

**61)** Service often requires relatively greater labor content when compared to manufacturing.

⊚ true  
 ⊚ false

**Question Details**Difficulty : 1 Easy  
Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember  
Learning Objective : 01-02 Identify similarities and differences between production and service opera  
Topic : Production of Goods versus Providing Services

**62)** Measurement of productivity in service is more straightforward than in manufacturing since it is not necessary to take into account the cost of materials.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Difficulty : 2 Medium  
Learning Objective : 01-02 Identify similarities and differences between production and service opera  
Bloom's : Understand  
Topic : Production of Goods versus Providing Services

**63)** Specialized machinery or equipment is a common way of offering increased customization in manufacturing or services without taking on additional labor costs.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Difficulty : 2 Medium  
Bloom's : Understand  
Learning Objective : 01-08 Briefly describe the historical evolution of operations management.  
Topic : The Historical Evolution of Operations Management

**64)** Most people encounter operations only in profit-making organizations.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Learning Objective : 01-01 Define the terms operations management and supply chain.  
Difficulty : 2 Medium  
Bloom's : Understand  
Topic : Introduction

**65)** Service typically involves a much higher degree of customer contact than manufacturing.

⊚ true  
 ⊚ false

**Question Details**Difficulty : 1 Easy  
Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember  
Learning Objective : 01-02 Identify similarities and differences between production and service opera  
Topic : Production of Goods versus Providing Services

**66)** A systems approach emphasizes interrelationships among subsystems, but its main theme is that the whole is greater than the sum of its individual parts.

⊚ true  
 ⊚ false

**Question Details**Difficulty : 1 Easy  
Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember  
Learning Objective : 01-07 Explain the key aspects of operations management decision making.  
Topic : Operations Management and Decision Making

**67)** The Pareto phenomenon is one of the most important and pervasive concepts that can be applied at all levels of management.

⊚ true  
 ⊚ false

**Question Details**Difficulty : 1 Easy  
Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember  
Learning Objective : 01-07 Explain the key aspects of operations management decision making.  
Topic : Operations Management and Decision Making

**68)** Operations managers, who usually use quantitative approaches, are not really concerned with ethical decision making.

⊚ true  
 ⊚ false

**Question Details**Difficulty : 1 Easy  
Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
Bloom's : Remember  
Learning Objective : 01-09 Describe current issues in business that impact operations management.  
Topic : Key Issues for Today's Business Operations  
AACSB : Ethics

**69)** The optimal solutions produced by quantitative techniques should always be evaluated in terms of the larger framework.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Difficulty : 2 Medium  
Bloom's : Understand  
Learning Objective : 01-07 Explain the key aspects of operations management decision making.  
Topic : Operations Management and Decision Making

**70)** Managers should most often rely on quantitative techniques for important decisions since quantitative approaches result in more accurate decisions.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Difficulty : 2 Medium  
Bloom's : Understand  
Learning Objective : 01-07 Explain the key aspects of operations management decision making.  
Topic : Operations Management and Decision Making

**71)** Many operations management decisions can be described as trade-offs.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember  
Difficulty : 2 Medium  
Learning Objective : 01-07 Explain the key aspects of operations management decision making.  
Topic : Operations Management and Decision Making

**72)** A systems approach means that we concentrate on efficiency within a subsystem and thereby assure overall efficiency.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Difficulty : 2 Medium  
Bloom's : Understand  
Learning Objective : 01-07 Explain the key aspects of operations management decision making.  
Topic : Operations Management and Decision Making

**73)** Prior to the Industrial Revolution, goods were produced primarily by craftsmen or their apprentices using custom-made parts.

⊚ true  
 ⊚ false

**Question Details**Difficulty : 1 Easy  
Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember  
Learning Objective : 01-08 Briefly describe the historical evolution of operations management.  
Topic : The Historical Evolution of Operations Management

**74)** Elton Mayo's Hawthorne experiments were significant contributions to the human relations movement, which emphasized the importance of the human element in job design.

⊚ true  
 ⊚ false

**Question Details**Difficulty : 1 Easy  
Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember  
Learning Objective : 01-08 Briefly describe the historical evolution of operations management.  
Topic : The Historical Evolution of Operations Management

**75)** Among Ford's many contributions was the introduction of mass production, using the concepts of interchangeable parts and division of labor.

⊚ true  
 ⊚ false

**Question Details**Difficulty : 1 Easy  
Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember  
Learning Objective : 01-08 Briefly describe the historical evolution of operations management.  
Topic : The Historical Evolution of Operations Management

**76)** Operations and sales are the two functional areas that exist to support activities in other functions such as accounting, finance, IT, and human resources.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Difficulty : 2 Medium  
Bloom's : Understand  
Learning Objective : 01-03 Explain the importance of learning about operations management.  
Topic : Why Learn about Operations Management?

**77)** Lean production systems incorporate the advantages of both mass production and craft production.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember  
Topic : Operations Today  
Difficulty : 2 Medium  
Learning Objective : 01-08 Briefly describe the historical evolution of operations management.

**78)** As an abstraction of reality, a model is a simplified version of a real phenomenon.

⊚ true  
 ⊚ false

**Question Details**Difficulty : 1 Easy  
Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember  
Learning Objective : 01-07 Explain the key aspects of operations management decision making.  
Topic : Operations Management and Decision Making

**79)** Services can be stored and are not provided “on demand.”

⊚ true  
 ⊚ false

**Question Details**Difficulty : 1 Easy  
Accessibility : Keyboard Navigation  
Accessibility : Screen Reader Compatible  
AACSB : Reflective Thinking  
Bloom's : Remember  
Learning Objective : 01-02 Identify similarities and differences between production and service opera  
Topic : Production of Goods Versus Providing Services

**Answer Key**Test name: Chapter 01 Test Bank - Static

1) E

2) C

3) B

4) D

5) C

6) C

7) A

8) E

9) E

10) D

11) D

12) C

13) B

14) C

15) B

16) C

17) C

18) D

19) E

20) A

21) D

22) C

23) C

24) C

25) B

26) C

27) C

28) C

29) D

30) D

31) D

32) A

33) E

34) B

35) A

36) D

37) E

38) A

39) D

40) D

41) E

42) D

43) B

44) E

45) A

46) E

47) FALSE

48) TRUE

49) FALSE

50) FALSE

51) TRUE

52) FALSE

53) FALSE

54) TRUE

55) FALSE

56) TRUE

57) FALSE

58) FALSE

59) FALSE

60) FALSE

61) TRUE

62) FALSE

63) FALSE

64) FALSE

65) TRUE

66) TRUE

67) TRUE

68) FALSE

69) TRUE

70) FALSE

71) TRUE

72) FALSE

73) TRUE

74) TRUE

75) TRUE

76) FALSE

77) TRUE

78) TRUE

79) FALSE