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Chapter 02 Test Bank

ANSWERS ARE LOCATED IN THE SECOND PART OF THIS DOCUMENT

TRUE/FALSE - Write 'T' if the statement is true and 'F' if the statement is false.

1) As a service business, the operations management activities of an airline company have nothing in common with the operations management activities within a bicycle manufacturing company.

1) _____

◎ true
◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Medium
Learning Objective : 01-01 Define the term operations management and identify operations management j
Topic : 01-01 Introduction
Source : Chapter 01 Test Bank > TB 01-01 As a service business, the operations manage...

2) Operations managers are responsible for managing activities and resources that produce goods and/or provide services.

2) _____

◎ true
◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Easy
Learning Objective : 01-01 Define the term operations management and identify operations management j
Topic : 01-01 Introduction
Source : Chapter 01 Test Bank > TB 01-02 Operations managers are responsible for mana...

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3) Effectiveness refers to achieving intended goals whereas efficiency refers to minimizing cost and time.

3) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Medium
Learning Objective : 01-01 Define the term operations management and identify operations management j
Topic : 01-01 Introduction
Source : Chapter 01 Test Bank > TB 01-03 Effectiveness refers to achieving intended g...

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

4) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Medium
Learning Objective : 01-02 Identify the three major functions of organizations and describe how they
Topic : 01-04 Functions Within Organizations
Source : Chapter 01 Test Bank > TB 01-04 Operations, marketing, and finance function ...

5) The operations function exists only in firms that are goods-oriented.

5) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Understand
Difficulty : Easy
Learning Objective : 01-02 Identify the three major functions of organizations and describe how they
Topic : 01-05 Operations
Source : Chapter 01 Test Bank > TB 01-05 The operations function exists only in firms...

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6) Operations management pertains almost exclusively to the management of manufacturing operations.

6) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Understand
Difficulty : Easy
Learning Objective : 01-02 Identify the three major functions of organizations and describe how they
Topic : 01-05 Operations
Source : Chapter 01 Test Bank > TB 01-06 Operations management pertains almost exclus...

7) Value-added refers to the cost of the inputs required to produce goods and services.

7) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Medium
Learning Objective : 01-02 Identify the three major functions of organizations and describe how they
Topic : 01-05 Operations
Source : Chapter 01 Test Bank > TB 01-07 Value-added refers to the cost of the inputs...

8) As long as a product is ready in advance of when customers demand it, the timing of when a product is manufactured does not influence the value-added.

8) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Understand
Difficulty : Medium
Learning Objective : 01-02 Identify the three major functions of organizations and describe how they
Topic : 01-05 Operations
Source : Chapter 01 Test Bank > TB 01-08 As long as a product is ready in advance of ...

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9) Storing an item earlier than the scheduled delivery date is an example of a value adding activity.

9) _____

◎ true
◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Understand
Difficulty : Medium
Learning Objective : 01-02 Identify the three major functions of organizations and describe how they
Topic : 01-05 Operations
Source : Chapter 01 Test Bank > TB 01-09 Storing an item earlier than the scheduled d...

10) Management information systems (MIS) are concerned with providing management with the information it needs to effectively manage.

10) _____

◎ true
◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Easy
Learning Objective : 01-02 Identify the three major functions of organizations and describe how they
Topic : 01-08 Other Functions
Source : Chapter 01 Test Bank > TB 01-10 Management information systems (MIS) are con...

11) Operations management involves both system design and planning/control decisions.

11) _____

◎ true
◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Easy
Learning Objective : 01-03 Describe the scope of operations management and provide an overview of thi
Topic : 01-09 The Scope of Operations Management
Source : Chapter 01 Test Bank > TB 01-11 Operations management involves both system d...

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12) System design decisions have very little impact on planning/control decisions.

12) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Understand
Difficulty : Medium
Learning Objective : 01-03 Describe the scope of operations management and provide an overview of thi
Topic : 01-09 The Scope of Operations Management
Source : Chapter 01 Test Bank > TB 01-12 System design decisions have very little imp...

13) An example of an operations control decision is the choice of location.

13) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Understand
Difficulty : Hard
Learning Objective : 01-03 Describe the scope of operations management and provide an overview of thi
Topic : 01-09 The Scope of Operations Management
Source : Chapter 01 Test Bank > TB 01-13 An example of an operations control decision...

14) Scheduling jobs is a system design decision and not a planning decision.

14) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Understand
Difficulty : Medium
Learning Objective : 01-03 Describe the scope of operations management and provide an overview of thi
Topic : 01-09 The Scope of Operations Management
Source : Chapter 01 Test Bank > TB 01-14 Scheduling jobs is a system design decision ...

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15) Design decisions are usually strategic and long-term, while planning decisions are usually tactical and medium-term.

15) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Understand
Difficulty : Medium
Learning Objective : 01-03 Describe the scope of operations management and provide an overview of thi
Topic : 01-09 The Scope of Operations Management
Source : Chapter 01 Test Bank > TB 01-15 Design decisions are usually strategic and long-term....

16) Managing inventory levels is considered a planning/control operations decision area.

16) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Easy
Learning Objective : 01-03 Describe the scope of operations management and provide an overview of thi
Topic : 01-09 The Scope of Operations Management
Source : Chapter 01 Test Bank > TB 01-16 Managing inventory levels is considered a pl...

17) A basic difference between manufacturing and service organizations is that a service is focused on acts while manufacturing is focused on goods.

17) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Easy
Learning Objective : 01-04 Compare production of goods and services.
Topic : 01-10 Differentiating Production of Goods and Services
Source : Chapter 01 Test Bank > TB 01-17 A basic difference between manufacturing...

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18) Service involves a much higher degree of customer contact than the production of goods.

18) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Easy
Learning Objective : 01-04 Compare production of goods and services.
Topic : 01-10 Differentiating Production of Goods and Services
Source : Chapter 01 Test Bank > TB 01-18 Service involves a much higher degree of cus...

19) Service often requires a higher labour content, whereas the production of goods is more capital intensive.

19) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Medium
Learning Objective : 01-04 Compare production of goods and services.
Topic : 01-10 Differentiating Production of Goods and Services
Source : Chapter 01 Test Bank > TB 01-19 Service often requires a higher labour conte...

20) Measurement of productivity in service is more straightforward than in goods production due to the high degree of uniformity of inputs.

20) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Medium
Learning Objective : 01-04 Compare production of goods and services.
Topic : 01-10 Differentiating Production of Goods and Services
Source : Chapter 01 Test Bank > TB 01-20 Measurement of productivity in service is mo...

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21) Models are simplified representations of something and thus ignore important aspects of a situation.

21) _____

◎ true
◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Medium
Learning Objective : 01-06 Describe the key aspects of operations management decision making.
Topic : 01-13 Models
Source : Chapter 01 Test Bank > TB 01-21 Models are simplified representations of som...

22) Quantitative techniques are often quick applications of simple mathematical principles.

22) _____

◎ true
◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Understand
Difficulty : Medium
Learning Objective : 01-06 Describe the key aspects of operations management decision making.
Topic : 01-14 Quantitative Techniques
Source : Chapter 01 Test Bank > TB 01-22 Quantitative techniques are often quick...

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

23) _____

◎ true
◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Understand
Difficulty : Medium
Learning Objective : 01-06 Describe the key aspects of operations management decision making.
Topic : 01-17 The Systems Approach
Source : Chapter 01 Test Bank > TB 01-23 A systems approach emphasizes interrelations...

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24) Queuing techniques are useful for analyzing situations in which waiting lines form.

24) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Easy
Learning Objective : 01-06 Describe the key aspects of operations management decision making.
Topic : 01-14 Quantitative Techniques
Source : Chapter 01 Test Bank > TB 01-24 Queuing techniques are useful for analyzing ...

25) It is essential to use the systems approach when something is being designed, redesigned, implemented, improved, or otherwise changed.

25) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Understand
Difficulty : Easy
Learning Objective : 01-06 Describe the key aspects of operations management decision making.
Topic : 01-17 The Systems Approach
Source : Chapter 01 Test Bank > TB 01-25 It is essential to use the systems approach ...

26) A systems approach is to concentrate on efficiency within a subsystem and thereby achieve overall efficiency.

26) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Apply
Difficulty : Medium
Learning Objective : 01-06 Describe the key aspects of operations management decision making.
Topic : 01-17 The Systems Approach
Source : Chapter 01 Test Bank > TB 01-26 A systems approach is to concentrate on effi...

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

27) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Medium
Learning Objective : 01-06 Describe the key aspects of operations management decision making.
Topic : 01-16 Analysis of Trade-Offs
Source : Chapter 01 Test Bank > TB 01-27 Many operations management decisions can be ...

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

28) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Medium
Learning Objective : 01-06 Describe the key aspects of operations management decision making.
Topic : 01-18 Establishing Priorities
Source : Chapter 01 Test Bank > TB 01-28 The Pareto phenomenon is one of the most imp...

29) Operations managers, who usually use quantitative approaches have no responsibility to make ethical decisions.

29) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Medium
Learning Objective : 01-06 Describe the key aspects of operations management decision making.
Topic : 01-19 Ethics
Source : Chapter 01 Test Bank > TB 01-29 Operations managers, who usually use...

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

30) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Medium
Learning Objective : 01-07 Briefly describe the historical evolution of operations management.
Topic : 01-20 The Historical Evolution of Operations Management
Source : Chapter 01 Test Bank > TB 01-30 Prior to the Industrial Revolution, goods we...

31) Frederick Taylor spearheaded the scientific management movement in America.

31) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Medium
Learning Objective : 01-07 Briefly describe the historical evolution of operations management.
Topic : 01-22 Scientific Management
Source : Chapter 01 Test Bank > TB 01-31 Frederick Taylor spearheaded the scientific ...

32) The Human Relations Movement, which emphasized the importance of the human element in job design, was replaced by the more technical aspects of Scientific Management.

32) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Medium
Learning Objective : 01-07 Briefly describe the historical evolution of operations management.
Topic : 01-23 The Human Relations Movement
Source : Chapter 01 Test Bank > TB 01-32 The Human Relations Movement, which emphasiz...

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33) The moving assembly line introduced by Henry Ford is an example of the development of mass production based on large volumes of standardized goods produced using low or semi-skilled workers and highly specialized equipment.

33) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Easy
Learning Objective : 01-07 Briefly describe the historical evolution of operations management.
Topic : 01-22 Scientific Management
Source : Chapter 01 Test Bank > TB 01-33 The moving assembly line introduced by Henry...

34) Globalization has resulted in the shortening and simplifying of supply chains.

34) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Easy
Learning Objective : 01-08 Identify the major trends that affect operations management.
Topic : 01-26 Major Trends
Source : Chapter 01 Test Bank > TB 01-34 Globalization has resulted in the shortening...

35) Feedback is useful in the control of manufacturing operations but does not apply to service operations.

35) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Medium
Learning Objective : 01-02 Identify the three major functions of organizations and describe how they
Topic : 01-05 Operations
Source : Chapter 01 Test Bank > TB 01-35 Feedback is useful in the control of...

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36) One responsibility of marketing is to identify customer wants and needs and communicate them to operations.

36) _____

◎ true
◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Medium
Learning Objective : 01-02 Identify the three major functions of organizations and describe how they
Topic : 01-07 Marketing
Source : Chapter 01 Test Bank > TB 01-36 One responsibility of marketing is...

37) One important piece of information sales needs from operations is the manufacturing lead time in order to give customers realistic estimates of how long it will take to fill their orders.

37) _____

◎ true
◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Easy
Learning Objective : 01-02 Identify the three major functions of organizations and describe how they
Topic : 01-07 Marketing
Source : Chapter 01 Test Bank > TB 01-37 One important piece of information sales nee...

38) Quality assurance is less challenging in services, as services primarily produce intangibles.

38) _____

◎ true
◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Medium
Learning Objective : 01-04 Compare production of goods and services.
Topic : 01-10 Differentiating Production of Goods and Services
Source : Chapter 01 Test Bank > TB 01-38 Quality assurance is less challenging in ser...

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39) The operations manager has the ultimate responsibility for the creation of goods or performance of services.

39) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Easy
Learning Objective : 01-05 Discuss the operations manager's job.
Topic : 01-11 The Operations Manager's Job
Source : Chapter 01 Test Bank > TB 01-39 The operations manager has the ultimate resp...

40) Business analytics uses software to build models and simulations to create scenarios and predict future states.

40) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Easy
Learning Objective : 01-07 Briefly describe the historical evolution of operations management.
Topic : 01-24 Decision Models and Computers
Source : Chapter 01 Test Bank > TB 01-40 Business analytics uses software to...

41) North American management practices have had a significant impact on Japanese manufacturers.

41) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Easy
Learning Objective : 01-07 Briefly describe the historical evolution of operations management.
Topic : 01-25 The Influence of Japanese Manufacturers
Source : Chapter 01 Test Bank > TB 01-41 North American management practices have had...

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42) Lean production systems operate with lower amounts of inventory, so emphasis is placed on anticipating when problems might occur *before* they arise.

42) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Understand
Difficulty : Medium
Learning Objective : 01-07 Briefly describe the historical evolution of operations management.
Topic : 01-25 The Influence of Japanese Manufacturers
Source : Chapter 01 Test Bank > TB 01-42 Lean production systems operate with lower a...

43) Major trends that affect operations are only taken into account once strategies and tactics are in place.

43) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Medium
Learning Objective : 01-08 Identify the major trends that affect operations management.
Topic : 01-26 Major Trends
Source : Chapter 01 Test Bank > TB 01-43 Major trends that affect operations are only...

44) Concerns about global warming and pollution have caused governments to impose stricter environmental regulations on businesses.

44) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Easy
Learning Objective : 01-08 Identify the major trends that affect operations management.
Topic : 01-26 Major Trends
Source : Chapter 01 Test Bank > TB 01-44 Concerns about global warming and pollution ...

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45) The difference between goods and services is that goods are mostly intangible and services are mostly tangible.

45) _____

◎ true
◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Easy
Learning Objective : 01-04 Compare production of goods and services.
Topic : 01-10 Differentiating Production of Goods and Services
Source : Chapter 01 Test Bank > TB 01-45 The difference between goods and services is...

46) There are only two professional associations involved in the field of operations management.

46) _____

◎ true
◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Easy
Learning Objective : 01-01 Define the term operations management and identify operations management j
Topic : 01-03 Careers in Operations Management
Source : Chapter 01 Test Bank > TB 01-46 There are only two professional associations...

47) Finance and operations cooperate by exchanging information and expertise.

47) _____

◎ true
◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Easy
Learning Objective : 01-02 Identify the three major functions of organizations and describe how they
Topic : 01-06 Finance
Source : Chapter 01 Test Bank > TB 01-47 Finance and operations cooperate by exchangi...

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48) Operations interfaces with supporting functions such as maintenance and human resources.

48) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Easy
Learning Objective : 01-02 Identify the three major functions of organizations and describe how they
Topic : 01-08 Other Functions
Source : Chapter 01 Test Bank > TB 01-48 Operations interfaces with supporting functi...

49) Managers use performance metrics to manage and control operations.

49) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Easy
Learning Objective : 01-06 Describe the key aspects of operations management decision making.
Topic : 01-15 Performance Metrics
Source : Chapter 01 Test Bank > TB 01-49 Managers use performance metrics to manage a...

50) Ethical issues can arise when an operations manager makes decisions about worker and product safety.

50) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Easy
Learning Objective : 01-06 Describe the key aspects of operations management decision making.
Topic : 01-19 Ethics
Source : Chapter 01 Test Bank > TB 01-50 Ethical issues can arise when an...

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Chapter 02 Test Bank

MULTIPLE CHOICE - Choose the one alternative that best completes the statement or answers the question.

51) Operations management typically encompasses all of the following areas EXCEPT:

51) _____

A) purchasing.
B) inventory management.
C) scheduling.
D) quality assurance.
E) finance.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Medium
Learning Objective : 01-01 Define the term operations management and identify operations management j
Topic : 01-02 Why Study Operations Management?
Source : Chapter 01 Test Bank > TB 01-51 Operations management typically encompasses...

52) Which of the following is NOT a reason for studying operations management?

52) _____

A) A large percentage of a company's expenses occur in the operations management activities that are at the core of all business organizations.
B) Activities in all of the other areas of business organizations, such as accounting and marketing are interrelated with operations management activities.
C) Many management jobs are in operations management-related areas, such as production planning, inventory management, and more.
D) The study of operations management applies to manufacturing, however it is of little use in service organizations.
E) Operations innovations lead to marketplace and strategic benefits.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Understand
Difficulty : Medium
Learning Objective : 01-01 Define the term operations management and identify operations management j
Topic : 01-02 Why Study Operations Management?
Source : Chapter 01 Test Bank > TB 01-52 Which of the following is NOT a reason....

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53) The three primary functions that exist in most business organizations are:

53) _____

A) manufacturing, production, and operations.
B) operations, marketing, and finance.
C) operations, accounting, and finance.
D) operations, production, and finance.
E) operations, sales, and marketing.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Medium
Learning Objective : 01-02 Identify the three major functions of organizations and describe how they
Topic : 01-04 Functions Within Organizations
Source : Chapter 01 Test Bank > TB 01-53 The three primary functions that...

54) The operations, finance, and marketing functions of business organizations:

54) _____

A) perform different but related processes necessary for the organization.
B) are related indirectly only.
C) might work together occasionally, but must maintain their own independence.
D) must function independently of each other to ensure confidentiality.
E) compete against one another to obtain recognition and the largest possible share of corporate budgets.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Medium
Learning Objective : 01-02 Identify the three major functions of organizations and describe how they
Topic : 01-04 Functions Within Organizations
Source : Chapter 01 Test Bank > TB 01-54 The operations, finance, and marketing functions..

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55) Which of the following is NOT a type of service operation?

55) _____

A) Retail trade
B) Transportation and warehousing
C) Fabrication of metals
D) Banking
E) Hotels and restaurants

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Medium
Learning Objective : 01-04 Compare production of goods and services.
Topic : 01-10 Differentiating Production of Goods and Services
Source : Chapter 01 Test Bank > TB 01-55 Which of the following is...

56) Measurements taken at various points in the transformation process for control purposes are called:

56) _____

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

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Hard
Learning Objective : 01-02 Identify the three major functions of organizations and describe how they
Topic : 01-05 Operations
Source : Chapter 01 Test Bank > TB 01-56 Measurements taken at various points in the ...

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57) Measuring process outputs at various points in order to compare outputs to previously established standards to determine if corrective action is needed is called:

57) _____

A) planning and directing.
B) directing and conversion.
C) feedback and control.
D) controlling and leading.
E) leading and transformation.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Apply
Difficulty : Medium
Learning Objective : 01-02 Identify the three major functions of organizations and describe how they
Topic : 01-05 Operations
Source : Chapter 01 Test Bank > TB 01-57 Measuring process outputs at various points ...

58) Value-added refers to:

58) _____

A) the cost of inputs.
B) the price of outputs.
C) the difference between the cost of inputs and the value or price of outputs.
D) the extra profit obtained from increased productivity.
E) the ratio of outputs compared to inputs.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Understand
Difficulty : Hard
Learning Objective : 01-02 Identify the three major functions of organizations and describe how they
Topic : 01-05 Operations
Source : Chapter 01 Test Bank > TB 01-58 Value-added refers to:

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59) Economic analysis of investment proposals and provision of funds are activities associated with the:

59) _____

A) operations function.
B) marketing function.
C) purchasing function.
D) finance function.
E) industrial engineering function.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Easy
Learning Objective : 01-02 Identify the three major functions of organizations and describe how they
Topic : 01-06 Finance
Source : Chapter 01 Test Bank > TB 01-59 Economic analysis of investment proposals....

60) The marketing function's main concern is with:

60) _____

A) producing goods or providing services.
B) assessing customer wants and needs.
C) procuring materials, supplies, and equipment.
D) performing economic analysis of staffing proposals.
E) securing monetary resources.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Easy
Learning Objective : 01-02 Identify the three major functions of organizations and describe how they
Topic : 01-07 Marketing
Source : Chapter 01 Test Bank > TB 01-60 The marketing function's main concern is with:

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Chapter 02 Test Bank

61) Planning decisions are usually _____ and _____ term.

61) _____

A) strategic; long
B) tactical; medium
C) forecasting; short
D) strategic; short
E) tactical; long

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Medium
Learning Objective : 01-03 Describe the scope of operations management and provide an overview of thi
Topic : 01-09 The Scope of Operations Management
Source : Chapter 01 Test Bank > TB 01-61 Planning decisions are usually _____ an...

62) Which of the following does NOT relate to system design?

62) _____

A) Long-term capacity
B) Location of facilities
C) Inventory management
D) Process design
E) Departmental layout

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Understand
Difficulty : Hard
Learning Objective : 01-03 Describe the scope of operations management and provide an overview of thi
Topic : 01-09 The Scope of Operations Management
Source : Chapter 01 Test Bank > TB 01-62 Which of the following does...

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63) Tactical planning and control activities involve making decisions about all of the following EXCEPT:

63) _____

A) location of facilities.
B) scheduling.
C) material requirements planning.
D) project management.
E) inventory management.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Understand
Difficulty : Hard
Learning Objective : 01-03 Describe the scope of operations management and provide an overview of thi
Topic : 01-09 The Scope of Operations Management
Source : Chapter 01 Test Bank > TB 01-63 Tactical planning and control activities inv...

64) System capacity and location of facilities are examples of:

64) _____

A) financial decisions.
B) tactical decisions.
C) systems design decisions.
D) operational planning decisions.
E) forecasting decisions.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Understand
Difficulty : Hard
Learning Objective : 01-03 Describe the scope of operations management and provide an overview of thi
Topic : 01-09 The Scope of Operations Management
Source : Chapter 01 Test Bank > TB 01-64 System capacity and location of facilities a...

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65) The responsibilities of operations managers classified as planning activities include:

65) _____

A) inventory, quality control and cost control.
B) organizing departments, subcontracting, supplier contracts, and staffing.
C) production pace, staffing, and motivation.
D) scheduling, job assignments, purchasing, and logistics.
E) capacity, location, layout, and mix of products.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Understand
Difficulty : Hard
Learning Objective : 01-05 Discuss the operations manager's job.
Topic : 01-11 The Operations Manager's Job
Source : Chapter 01 Test Bank > TB 01-65 The responsibilities of operations...

66) Which of the following responsibilities of operations managers is considered a directing activity?

66) _____

A) selecting production equipment
B) product mix decisions
C) assigning workers to job
D) inventory management
E) layout of production facilities

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Understand
Difficulty : Hard
Learning Objective : 01-05 Discuss the operations manager's job.
Topic : 01-11 The Operations Manager's Job
Source : Chapter 01 Test Bank > TB 01-66 Which of the following responsibilities...

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67) Of the following, which aspect of the evolution of operations management is affiliated with Japanese manufacturing companies?

67) _____

A) total quality management
B) scientific management
C) the human relations movement
D) the industrial revolution
E) craft production

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Hard
Learning Objective : 01-07 Briefly describe the historical evolution of operations management.
Topic : 01-25 The Influence of Japanese Manufacturers
Source : Chapter 01 Test Bank > TB 01-67 Of the following, which aspect...

68) Which is NOT a significant difference between manufacturing and service operations?

68) _____

A) Cost per unit
B) Uniformity of output
C) Labour content of jobs
D) Amount of customer contact
E) Measurement of productivity

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Hard
Learning Objective : 01-04 Compare production of goods and services.
Topic : 01-10 Differentiating Production of Goods and Services
Source : Chapter 01 Test Bank > TB 01-68 Which is NOT a significant difference between...

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69) Which of the following is NOT a characteristic of service operations?

69) _____

A) Intangible output
B) High customer contact
C) High labour content
D) Easy measurement of productivity
E) Low uniformity of output

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Medium
Learning Objective : 01-04 Compare production of goods and services.
Topic : 01-10 Differentiating Production of Goods and Services
Source : Chapter 01 Test Bank > TB 01-69 Which of the following is NOT...

70) The responsibilities of operations managers classified as controlling activities include:

70) _____

A) inventory, production pace, quality, and costs.
B) organizing departments, subcontracting, supplier contracts, and staffing.
C) forecasting, planning, organizing, and directing.
D) scheduling, job assignments, purchasing, and logistics.
E) capacity, location, layout, and mix of products.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Hard
Learning Objective : 01-05 Discuss the operations manager's job.
Topic : 01-11 The Operations Manager's Job
Source : Chapter 01 Test Bank > TB 01-70 The responsibilities of operations managers...

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Chapter 02 Test Bank

71) Which of the following is NOT a general approach to decision-making?

71) _____

A) Establishing priorities
B) Subjective approach
C) Analysis of trade-offs
D) Systems approach
E) Quantitative approaches

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Medium
Learning Objective : 01-06 Describe the key aspects of operations management decision making.
Topic : 01-12 Operations Managers and Decision Making
Source : Chapter 01 Test Bank > TB 01-71 Which of the following is NOT...

72) Which of the following is NOT a characteristic of models used to support decision making?

72) _____

A) They provide a simplified representation of a design problem.
B) They ignore unimportant details, concentrating on the most important aspects of a situation.
C) They may be based on mathematical representations or graphical schematics.
D) They provide abstract representations of a design problem.
E) They are limited to representations of objective quantitative factors.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Medium
Learning Objective : 01-06 Describe the key aspects of operations management decision making.
Topic : 01-13 Models
Source : Chapter 01 Test Bank > TB 01-72 Which of the following is NOT a...

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73) Which of the following is NOT true about the systems approach?

73) _____

A) It recognizes the importance of taking into account the impact on all parts of the system.
B) It emphasizes interrelationships among subsystems.
C) It concentrates on efficiency within subsystems.
D) It becomes essential whenever something is being redesigned or improved.
E) The objectives of the whole take precedence over those of any one part.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Medium
Learning Objective : 01-06 Describe the key aspects of operations management decision making.
Topic : 01-17 The Systems Approach
Source : Chapter 01 Test Bank > TB 01-73 Which of the following is NOT true...

74) Which is NOT a quantitative technique to problem solving?

74) _____

A) Linear programming
B) Queueing techniques
C) Statistical techniques
D) Heuristic approach
E) Forecasting techniques

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Hard
Learning Objective : 01-06 Describe the key aspects of operations management decision making.
Topic : 01-14 Quantitative Techniques
Source : Chapter 01 Test Bank > TB 01-74 Which is not a quantitative technique to pro...

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

75) _____

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

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Medium
Learning Objective : 01-06 Describe the key aspects of operations management decision making.
Topic : 01-18 Establishing Priorities
Source : Chapter 01 Test Bank > TB 01-75 Dealing with the fact that certain aspects o...

76) The fact that improvements in a few key areas of operations will have more impact than many improvements in less significant areas is referred to as the:

76) _____

A) forecasting approach.
B) Pareto phenomenon.
C) productivity challenge.
D) analysis of trade-offs.
E) ethical dilemma.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Medium
Learning Objective : 01-06 Describe the key aspects of operations management decision making.
Topic : 01-18 Establishing Priorities
Source : Chapter 01 Test Bank > TB 01-76 The fact that improvements in a few key...

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77) Which of the following developments related to the historical evolution of operations management is the oldest?

77) _____

A) The human relations movement advocated by Mayo, Maslow, and Hertzberg.
B) The introduction of the moving assembly line by Henry Ford.
C) Scientific management principles espoused by Frederick Taylor.
D) The principle of division of labour documented in Adam Smith's book *The Wealth of Nations*.
E) The influence of Japanese management practices.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Medium
Learning Objective : 01-07 Briefly describe the historical evolution of operations management.
Topic : 01-21 The Industrial Revolution
Source : Chapter 01 Test Bank > TB 01-77 Which of the following developments related ...

78) Which of the following is NOT properly matched?

78) _____

A) Mathematical model for inventory management-Elton Mayo
B) Division of labour-Adam Smith
C) Scientific Management-F. W. Taylor
D) Motion study-Frank and Lillian Gilbreth
E) Moving assembly line-Henry Ford

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Medium
Learning Objective : 01-07 Briefly describe the historical evolution of operations management.
Topic : 01-20 The Historical Evolution of Operations Management
Source : Chapter 01 Test Bank > TB 01-78 Which of the following is NOT properly matched?

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79) Which of the following is NOT a major trend influencing the strategies of manufacturing organizations?

79) _____

A) Globalization
B) The Internet and e-commerce
C) Introduction of mass production
D) Supply chain management
E) Technological advances

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Medium
Learning Objective : 01-08 Identify the major trends that affect operations management.
Topic : 01-26 Major Trends
Source : Chapter 01 Test Bank > TB 01-79 Which of the following is NOT a major...

80) Operating at minimum cost and time is referred to as:

80) _____

A) value added.
B) efficiency.
C) effectiveness.
D) trade-offs.
E) economies of scale.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Medium
Learning Objective : 01-01 Define the term operations management and identify operations management j
Topic : 01-01 Introduction
Source : Chapter 01 Test Bank > TB 01-80 Operating at minimum cost and time is referred to as:

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Chapter 02 Test Bank

81) Which of the following is mostly service based, as identified in the "goods-service continuum"?

81) _____

A) Automotive assembly
B) Automotive repair
C) Restaurant meal
D) Software development
E) Teaching

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Hard
Learning Objective : 01-02 Identify the three major functions of organizations and describe how they
Topic : 01-05 Operations
Source : Chapter 01 Test Bank > TB 01-81 Which of the following is mostly service based...

82) The service industry in Canada has been growing. According to Statistics Canada, what percent of jobs are in services?

82) _____

A) More than 29%
B) More than 48%
C) More than 58%
D) More than 79%
E) More than 84%

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Hard
Learning Objective : 01-04 Compare production of goods and services.
Topic : 01-10 Differentiating Production of Goods and Services
Source : Chapter 01 Test Bank > TB 01-82 The service industry in Canada has been grow...

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83) A balance achieved between two incompatible features is referred to as (a):

83) _____

A) break even.
B) quantitative technique.
C) heuristic
D) trade-off.
E) systems approach.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Medium
Learning Objective : 01-06 Describe the key aspects of operations management decision making.
Topic : 01-16 Analysis of Trade-Offs
Source : Chapter 01 Test Bank > TB 01-83 A balance achieved between two incompatible features...

84) In the Historical Evolution of Operations Management, which of the following was emphasized during the Human Relations Movement era?

84) _____

A) Division of labour
B) Importance of workers in work design
C) Use of economic incentives
D) Transfer of control from workers to management
E) Development of time and motion studies

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Medium
Learning Objective : 01-07 Briefly describe the historical evolution of operations management.
Topic : 01-23 The Human Relations Movement
Source : Chapter 01 Test Bank > TB 01-84 In the Historical Evolution of Operations...

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85) Many major trends affect operations. Disaster preparation and response falls under which major trend?

85) _____

A) Technology
B) Globalization
C) Supply chains
D) Internet and ecommerce
E) Sustainability

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Hard
Learning Objective : 01-08 Identify the major trends that affect operations management.
Topic : 01-26 Major Trends
Source : Chapter 01 Test Bank > TB 01-85 Many major trends affect operations. Disaste...

86) The number of defective parts produced in a given time period is an example of a performance metric related to:

86) _____

A) forecast accuracy.
B) quality.
C) inventory.
D) schedules.
E) flexibility.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Understand
Difficulty : Medium
Learning Objective : 01-06 Describe the key aspects of operations management decision making.
Topic : 01-15 Performance Metrics
Source : Chapter 01 Test Bank > TB 01-86 The number of defective parts produced in...

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87) Moral principles that govern a person's behaviour are called what?

87) _____

A) Priorities
B) Trade-Offs
C) Work design
D) Ethics
E) Motivation

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Easy
Learning Objective : 01-06 Describe the key aspects of operations management decision making.
Topic : 01-19 Ethics
Source : Chapter 01 Test Bank > TB 01-87 Moral principles that govern....

88) The substitution of machine power for human power was an innovation specific to:

88) _____

A) the industrial revolution.
B) scientific management.
C) the human relations movement.
D) the Japanese influence on manufacturing.
E) the division of labour.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Understand
Difficulty : Easy
Learning Objective : 01-07 Briefly describe the historical evolution of operations management.
Topic : 01-21 The Industrial Revolution
Source : Chapter 01 Test Bank > TB 01-88 The substitution of machine power for...

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89) These software systems are used to coordinate sales, materials management, production, and accounting/finance activities.

89) _____

A) Material requirements planning (MRP)
B) Electronic data interchange (EDI)
C) Enterprise resource planning (ERP)
D) Decision models (DM)
E) Business analytics (BI)

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Medium
Learning Objective : 01-07 Briefly describe the historical evolution of operations management.
Topic : 01-24 Decision Models and Computers
Source : Chapter 01 Test Bank > TB 01-89 These software systems are used to coordinate...

90) This involves sequences of organizations involved in producing and delivering products or services.

90) _____

A) Globalization
B) Inventory control
C) Logistics
D) Supply chains
E) Job assignments

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Easy
Learning Objective : 01-08 Identify the major trends that affect operations management.
Topic : 01-26 Major Trends
Source : Chapter 01 Test Bank > TB 01-90 This involves sequences of organizations...

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91) This refers to the reduced use of resources to minimize harm to the environment.

91) _____

A) Logistics
B) Sustainability
C) Material requirements planning
D) Cost control
E) Globalization

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Easy
Learning Objective : 01-08 Identify the major trends that affect operations management.
Topic : 01-26 Major Trends
Source : Chapter 01 Test Bank > TB 01-91 This refers to the reduced use of resources to...

92) Which of the following is NOT considered a green initiative?

92) _____

A) Reducing packaging
B) Buying locally
C) Expanding globalization
D) Conserving water and energy use
E) Recycling

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Understand
Difficulty : Medium
Learning Objective : 01-08 Identify the major trends that affect operations management.
Topic : 01-26 Major Trends
Source : Chapter 01 Test Bank > TB 01-92 Which of the following is NOT considered....

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93) A supply chain begins with basic suppliers of raw materials and extends all the way to the:

93) _____

A) manufacturer.
B) distributor.
C) customer.
D) retailer.
E) logistics provider.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Medium
Learning Objective : 01-09 Describe the role of supply chain management in operations management.
Topic : 01-27 Operations Management and Supply Chain Management
Source : Chapter 01 Test Bank > TB 01-93 A supply chain begins with basic suppliers of raw....

94) Supply chain management involves the _____ coordination of business functions within a business organization and throughout its supply chain.

94) _____

A) strategic
B) tactical
C) occasional
D) profitable
E) computerized

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Medium
Learning Objective : 01-09 Describe the role of supply chain management in operations management.
Topic : 01-27 Operations Management and Supply Chain Management
Source : Chapter 01 Test Bank > TB 01-94 Supply chain management involves the _____ coordination....

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95) A purpose of supply chain management is to _____ supply and demand management

95) _____

A) separate
B) integrate
C) eliminate
D) automate
E) reverse

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Medium
Learning Objective : 01-09 Describe the role of supply chain management in operations management.
Topic : 01-27 Operations Management and Supply Chain Management
Source : Chapter 01 Test Bank > TB 01-95 A purpose of supply chain management is to...

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

96) _____

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

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Medium
Learning Objective : 01-09 Describe the role of supply chain management in operations management.
Topic : 01-28 The Need to Manage Supply Chains
Source : Chapter 01 Test Bank > TB 01-96 Managing the supply chain has become more...

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

97) _____

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
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Easy
Learning Objective : 01-09 Describe the role of supply chain management in operations management.
Topic : 01-28 The Need to Manage Supply Chains
Source : Chapter 01 Test Bank > TB 01-97 Which of the following would tend to increase....

98) This term refers to an organization buying goods or services instead of producing them themselves.

98) _____

A) Downloading
B) Centralizing
C) Outsourcing
D) Leveraging
E) Consolidating

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Easy
Learning Objective : 01-09 Describe the role of supply chain management in operations management.
Topic : 01-28 The Need to Manage Supply Chains
Source : Chapter 01 Test Bank > TB 01-98 This term refers to an organization buying goods....

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99) A highly globalized supply chain can have increased management challenges due to all of the following EXCEPT:

99) _____

A) Shorter lead times
B) Tightened border security slowing shipments of goods
C) Monetary fluctuations
D) Language barriers
E) Cultural differences

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Medium
Learning Objective : 01-09 Describe the role of supply chain management in operations management.
Topic : 01-28 The Need to Manage Supply Chains
Source : Chapter 01 Test Bank > TB 01-99 A highly globalized supply chain can have increased.....

100) This is the first and driving element of supply chain management.

100) _____

A) Suppliers
B) Customers
C) Producers
D) Government regulators
E) Inventors

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Medium
Learning Objective : 01-09 Describe the role of supply chain management in operations management.
Topic : 01-29 Elements of Supply Chain Management
Source : Chapter 01 Test Bank > TB 01-100 This is the first and driving element...

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Chapter 02 Test Bank

101) The element of supply chain management involved in deciding how best to move information and materials is called:

101) _____

A) electronic data interchange (EDI).
B) forecasting.
C) market research.
D) logistics.
E) capacity planning.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Medium
Learning Objective : 01-09 Describe the role of supply chain management in operations management.
Topic : 01-29 Elements of Supply Chain Management
Source : Chapter 01 Test Bank > TB 01-101 The element of supply chain management....

102) The element of supply chain management involved in selecting suppliers, negotiating contracts, and acting as a liaison between suppliers and internal departments is called:

102) _____

A) logistics.
B) purchasing.
C) inventory management.
D) capacity planning.
E) demand management.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Easy
Learning Objective : 01-09 Describe the role of supply chain management in operations management.
Topic : 01-29 Elements of Supply Chain Management
Source : Chapter 01 Test Bank > TB 01-102 The element of supply chain management involved.....

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103) Where does the major portion of processing typically occur in a supply chain?

103) _____

A) In the organization that produces the product or service for the final customer
B) In the organization closest to the start of the supply chain
C) In the organization that provides the transportation services for the supply chain members
D) In the organization nearest the middle of the supply chain
E) In the organization closest to the source of raw materials

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Hard
Learning Objective : 01-09 Describe the role of supply chain management in operations management.
Topic : 01-29 Elements of Supply Chain Management
Source : Chapter 01 Test Bank > TB 01-103 Where does the major portion of....

104) Which of the following is NOT one of the major decision areas in supply chain management?

104) _____

A) Location
B) Production
C) Distribution
D) Inventory
E) Communication

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Medium
Learning Objective : 01-09 Describe the role of supply chain management in operations management.
Topic : 01-29 Elements of Supply Chain Management
Source : Chapter 01 Test Bank > TB 01-104 Which of the following is NOT one...

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105) The responsibilities of the operations manager include:

105) _____

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
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Medium
Learning Objective : 01-05 Discuss the operations manager's job.
Topic : 01-11 The Operations Manager's Job
Source : Chapter 01 Test Bank > TB 01-105 The responsibilities of the....

106) Marketing depends on operations for information regarding:

106) _____

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

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Easy
Learning Objective : 01-02 Identify the three major functions of organizations and describe how they
Topic : 01-07 Marketing
Source : Chapter 01 Test Bank > TB 01-106 Marketing depends on operations....

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107) Which of the following refers to service and production processes that use resources in ways that minimize harm to ecological systems?

107) _____

A) Sustainability
B) Supportability
C) Marketability
D) Perishability
E) Transportability

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Easy
Learning Objective : 01-08 Identify the major trends that affect operations management.
Topic : 01-26 Major Trends
Source : Chapter 01 Test Bank > TB 01-107 Which of the following refers to service...

108) The essence of the operations function is to _____ during the transformation process.

108) _____

A) measure feedback
B) produce goods
C) consume labour hours
D) add value
E) gather information

Question Details
Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Difficulty : Easy
Learning Objective : 01-02 Identify the three major functions of organizations and describe how they
Topic : 01-05 Operations
Source : Chapter 01 Test Bank > TB 01-108 The essence of the operations....

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Chapter 02 Test Bank

Answer Key

Test name: Chapter 01 Test Bank

1) FALSE
2) TRUE
3) TRUE
4) FALSE
5) FALSE
6) FALSE
7) FALSE
8) FALSE
9) FALSE
10) TRUE
11) TRUE
12) FALSE
13) FALSE
14) FALSE
15) TRUE
16) TRUE
17) TRUE
18) TRUE
19) TRUE
20) FALSE
21) FALSE
22) FALSE
23) TRUE
24) TRUE
25) TRUE
26) FALSE
27) TRUE
28) TRUE
29) FALSE
30) TRUE
31) TRUE
32) FALSE
33) TRUE
34) FALSE
35) FALSE
36) TRUE
37) TRUE

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38) FALSE
39) TRUE
40) TRUE
41) FALSE
42) TRUE
43) FALSE
44) TRUE
45) FALSE
46) FALSE
47) TRUE
48) TRUE
49) TRUE
50) TRUE
51) E
52) D
53) B
54) A
55) C
56) D
57) C
58) C
59) D
60) B
61) B
62) C
63) A
64) C
65) E
66) C
67) A
68) A
69) D
70) A
71) B
72) E
73) C
74) D
75) C
76) B
77) D

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78) A
79) C
80) B
81) E
82) D
83) D
84) B
85) E
86) B
87) D
88) A
89) C
90) D
91) B
92) C
93) C
94) A
95) B
96) B
97) D
98) C
99) A
100) B
101) D
102) B
103) A
104) E
105) B
106) B
107) A
108) D

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