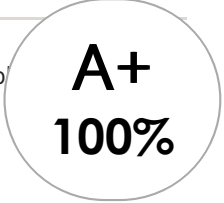


40 Multiple choice questions



A+
100%

1. classifying job activities in ways that make it easy for an employee to successfully perform and complete
 - a. lead time
 - b. **CORRECT: task design**
 - c. materials
 - d. sequencing

2. specific criteria used to measure the efficiency and effectiveness of the performance of the business
 - a. critical path analysis (CPA)
 - b. **CORRECT: key performance indicators (KPIs)**
 - c. project production
 - d. intermediate goods

3. those inputs that are changed or converted in the operations process
 - a. customer service
 - b. transforming resources
 - c. **CORRECT: transformed resources**
 - d. transformation

4. a scheduling method that shows what tasks need to be done, how long they take and what order is necessary to complete those tasks
 - a. capital-labour substitution
 - b. computer-aided design (CAD)
 - c. raw materials
 - d. **CORRECT: critical path analysis (CPA)**

5. an aspect of the transformation process that slows down the overall processing speed or creates a backlog of incompletely processed products
 - a. outputs
 - b. **CORRECT: bottleneck**
 - c. control
 - d. volume

6. those inputs that carry out the transformation process
 - a. transformation
 - b. **CORRECT: transforming resources**
 - c. transformed resources
 - d. customer service

7. essential substances in their unprocessed state
 - a. robotics
 - b. facilities
 - c. materials
 - d. **CORRECT: raw materials**

8. an operational arrangement in which employees and equipment come to the product
 - a. product layout
 - b. process layout
 - c. plant layout
 - d. **CORRECT: fixed position layout**

9. the process of measuring actual performance against planned performance
 - a. control
 - b. robotics
 - c. materials
 - d. **CORRECT: monitoring**

10. the conversion of inputs (resources) into outputs (goods and services)
 - a. task design
 - b. **CORRECT: transformation**
 - c. information
 - d. workstations

11. goods manufactured and used in further manufacturing or processing
 - a. information
 - b. raw materials
 - c. **CORRECT: intermediate goods**
 - d. materials

12. desk areas for office workers, usually fitted with a computer, telephone, storage and access to a printer
 - a. monitoring
 - b. **CORRECT:** workstations
 - c. robotics
 - d. information

13. where the equipment arrangement is based on the sequence of tasks performed in manufacturing a product
 - a. plant layout
 - b. process layout
 - c. **CORRECT:** product layout
 - d. project production

14. a promise made by a business that they will correct any defects in the goods that they produce or in the sales that they deliver
 - a. materials
 - b. outputs
 - c. inputs
 - d. **CORRECT:** warranty

15. the arrangement of equipment, machinery and staff within a facility
 - a. **CORRECT:** plant layout
 - b. process layout
 - c. Gantt chart
 - d. product layout

16. a formal process used to determine the present level of skills and any skill shortfalls that need to be made up through recruitment or training
 - a. inputs
 - b. Gantt chart
 - c. **CORRECT:** skills audit
 - d. volume

17. the knowledge gained from research, investigation and instruction, which results in an increase in understanding
- workstations
 - inputs
 - transformation
 - CORRECT: information**
18. a computerised design tool that allows businesses to create product possibilities from a series of input parameters
- intermediate goods
 - computer-aided manufacturing (CAM)
 - task design
 - CORRECT: computer-aided design (CAD)**
19. production characterised by the manufacturing of a high volume of constant quality goods
- CORRECT: product production (mass production)**
 - product layout
 - project production
 - process production
20. the systematic reduction of inefficiencies and wastage, poor work processes and the elimination of bottlenecks
- CORRECT: improvement**
 - monitoring
 - inputs
 - volume
21. deals with the layout requirements for large-scale activities such as construction of bridges etc.
- process production
 - product layout
 - process layout
 - CORRECT: project production**

22. when key performance indicators are assessed against predetermined targets and corrective action is taken if required
- inputs
 - monitoring
 - outputs
 - CORRECT: control**
23. to travel to work electronically, allowing work to be done via email or internet from home or another location
- CORRECT: telecommute**
 - control
 - volume
 - lead time
24. the variety of products made, or services delivered through the information process
- facilities
 - skills audit
 - CORRECT: mix flexibility**
 - materials
25. the resources used in the transformation (production) process
- CORRECT: inputs**
 - outputs
 - control
 - volume
26. software that controls the manufacturing processes
- critical path analysis (CPA)
 - CORRECT: computer-aided manufacturing (CAM)**
 - computer-aided design (CAD)
 - customer relationship management (CRM)

27. the length of time activities take within the operations process
- lead time
 - CORRECT: scheduling**
 - sequencing
 - monitoring
28. production characterised by high-variety, low-volume jobs
- project production
 - process layout
 - CORRECT: process production**
 - transformation
29. the plant (factory or office) and machinery used in the operations processes
- materials
 - lead time
 - robotics
 - CORRECT: facilities**
30. the basic elements used in the production process, consisting of two types: raw materials and intermediate goods
- warranty
 - CORRECT: materials**
 - robotics
 - raw materials
31. highly specialised technology, capable of complex tasks, programmable for assembly lines etc.
- inputs
 - control
 - CORRECT: robotics**
 - outputs

32. the arrangement of machines such that the machines and equipment is grouped together according to the function they perform
- product layout
 - CORRECT: process layout**
 - plant layout
 - process production
33. when machinery and technology displace people by doing the work instead
- process production
 - CORRECT: capital-labour substitution**
 - skills audit
 - transformation
34. how much of a product is made
- control
 - outputs
 - CORRECT: volume**
 - inputs
35. the systems that a business uses to maintain customer contact
- customer service
 - CORRECT: customer relationship management (CRM)**
 - computer-aided manufacturing (CAM)
 - critical path analysis (CPA)
36. a type of bar chart that shows both the scheduled and completed work over a period of time, used for planning and tracking a project
- CORRECT: Gantt chart**
 - plant layout
 - materials
 - robotics

37. the end result of business efforts - the good or service that is provided or delivered to the customer
- a. robotics
 - b. **CORRECT: outputs**
 - c. volume
 - d. inputs
38. the order in which activities in the operations process occur
- a. **CORRECT: sequencing**
 - b. monitoring
 - c. scheduling
 - d. lead time
39. the time it takes for an order to be fulfilled from the moment it is placed
- a. volume
 - b. robotics
 - c. **CORRECT: lead time**
 - d. inputs
40. how well a business meets and exceeds the expectations of customers in all aspects of its operations
- a. sequencing
 - b. task design
 - c. bottleneck
 - d. **CORRECT: customer service**