

## MCQ: service operation management

1. What type of process would a Cement plant be most likely to use?
  - a. **Continuous flow**
  - b. Project c
  - c. Job shop
  - d. Flow shop
  
2. Process selection is primarily considered during:
  - a) **Planning**
  - b) Organizing
  - c) Leading
  - d) Controlling
  
3. What type of process would a fertilizer plant be most likely to use
  - a. **Continuous**
  - b. Project
  - c. Job
  - d. Flow shop
  
4. The type of operation being carried out by an organization depends upon:
  - a) Degree of standardization
  - b) Volume of output
  - c) Demand
  - d) **Both (a) and (b)**
  
5. Repetitive processing results in output that is:
  - a) Highly standardized
  - b) Highly customized
  - c) **Partially customized**
  - d) None of the given options
  
6. Construction of fertilizer plant is
  - a. Continuous
  - b. **Project**
  - c. Job
  - d. Flow shop
  
7. The inputs to a transformation process include all of the following except
  - a. Material
  - b. People
  - c. Information
  - d. **Transportation**

8. Job shop and batch processing are differentiated on the basis of:

- a) **Job requirements**
- b) Degree of standardization
- c) Volume of output
- d) Both (b) and (c)

9. Automation is preferred because it:

- a) Offers lesser dependence on workers
- b) Results in reduction in variable cost
- c) Offers easy handling of repetitive work
- d) **All of the given options**

10. Product layout is preferably used for:

- a) **Repetitive processing**
- b) Intermittent processing
- c) Both (a) and (b)
- d) Neither (a) nor (b)

11. What are the two basic types of production systems?

- a. Automated and manual
- b. **Intermittent and non-intermittent process**
- c. Normal and continuous process
- d. Continuous process and batch

12. Process layout is used for:

- a) **Repetitive processing**
- b) Intermittent processing
- c) Both (a) and (b)
- d) Neither (a) nor (b)

13. The most significant advantage of U-shaped layout is:

- a) Cost minimization
- b) Easy handling of process
- c) **Increased flexibility in work**
- d) All of the given options

14. The goal of motion study is to achieve:

- a) Cost minimization
- b) **Maximum efficiency**
- c) Profitability
- d) All of the given options

15. Location decisions are viewed primarily as part of:
- a) Marketing strategy
  - b) Growth factors
  - c) Financial aspect
  - d) **Both (a) and (b)**
16. Regional factors for location planning include all of the following except:
- a) Raw materials
  - b) Markets
  - c) Labor considerations
  - d) **Attitudes**
17. Transportation method is a \_\_\_\_\_ approach.
- a) **Quantitative**
  - b) Qualitative
  - c) Scientific
  - d) All of the given options
18. Poor quality adversely affects:
- a) Costs
  - b) Productivity
  - c) Profitability
  - d) **All of the given options**
20. A product performing consistently refers to which of the following dimensions of quality:
- a) Safety
  - b) Conformance
  - c) Durability
  - d) **Reliability**
21. What type of process would a paper mill be most likely to use?
- a. **Continuous flow**
  - b. Project
  - c. Job shop
  - d. Flow shop
22. Which of the following is not a type of operations?
- a) goods production
  - b) storage/transportation
  - c) entertainment
  - d) **all the above involve operations**

23. Technology choices seldom affect:

- a) Costs.
- b) Productivity.
- c) **Union activity.**
- d) quality

24. Measurements taken at various points in the transformation process for control purposes are called:

- a) plans
- b) directions
- c) controls
- d) **feedback**

25. Which of the following would not be an operations activity in a fast-food restaurant?

- a. **Advertising new salad dishes**
- b. Purchasing tomatoes
- c. Planning the layout of the serving areas
- d. Cooking panir palak and dal makhani

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

- a) operation
- b) marketing
- c) purchasing
- d) **finance**

27. Which one of the following would not generally be classified under the heading of transformation?

- a) assembling
- b) teaching
- c) **staffing**
- d) farming

28. Manufacturing work sent to other countries is called:

- a) downsized
- b) **outsourced**
- c) internationalization
- d) vertical integration

29. What name is often given to processes which involve the manufacture of a unique item from beginning to end?

- a. Jobbing processes
- b. Continuous processes.**
- c. Lean production processes.
- d. Batch processes.

30. Product design and process selection are examples of \_\_\_\_\_ decisions.

- a) financial
- b) tactical
- c) system design**
- d) system operation

31. Which of these layouts is most suitable for processing sugar from sugar beets or sugar cane?

- a. process-oriented layout**
- b. fixed-position layout
- c. focused factory
- d. product-oriented layout

32. What is credited with gains in industrial productivity, increased standards of living and affordable products?

- a) personal computers b. the internet
- c. mass transportation
- d. assembly lines**

33. Which of the following is an example of a Service Business?

- a. Law firm
- b. Hospital
- c. Bank
- d. Retail store
- e. All of the above**

34. Which is not a significant difference between manufacturing and service operations?

- a) cost per unit
- b) uniformity of output
- c) labor content of jobs
- d) **Measurement of productivity.**

35. 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 output

36. Which of the following is a recent trend in business?

- a) pollution control
- b) total quality management
- c) **supply chain management**
- d) competition from foreign manufacturers
- e) technological change

37. Farming is an example of:

- a) an obsolete activity
- b) a virtual organization
- c) **non-manufactured goods**
- d) a growth industry
- e) customized manufacturing

38. Service strategy development begins by selecting which of the following as an operating focus or performance priority?

- a. Price
- b. Quality
- c. Variety
- d. Treatment
- e. **All of the above**

39. Which of the following “best practices emphasized by service executives” had the highest mean emphasize rating?

- a. Leadership
- b. **Accessibility**
- c. Quality values
- d. Customer orientation
- e. Listening to the customer

40. 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

41. 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

42. Operations and sales are the two-\_\_\_\_\_functions in businesses.

- a) strategic
- b) tactical
- c) support
- d) **line**



43. Marketing depends on operations for information regarding\_\_\_\_\_.

- a) productivity
- b) **lead time**
- c) cash flow
- d) budgeting
- e) corporate intelligence
- f) .

44. Which came last in the development of manufacturing techniques?

- a) Lean production.
- b) Division of labor.
- c) Mass production.
- d) **Interchangeable parts.**

45. If an artificial variable remains in the solution with a positive value after the stopping criterion has been reached, the problem

- a) **is infeasible**
- b) is optimal
- c) needs a new basis
- d) has more than one solution

46. What are the two sources of costs in queuing analysis?

- a) Arrivals and departures
- b) Arrivals and idleness
- c) **Waiting customers and capacity**
- d) Equipment breakdowns and departures

47. Which one of these was not mentioned in the list of recent trends in operations management?

- a) Total quality management
- b) Worker involvement
- c) Global competition.
- d) Automation.**
- e) Environmental issues.

48. Which came last in the development of manufacturing techniques?

- a) Lean production.**
- b) Division of labor.
- c) Mass production.
- d) Craft production.
- e) Interchangeable parts.

49. Which of the following is not a type of operations?

- a) goods production
- b) storage/transportation
- c) entertainment
- d) price reduction**

e) .

50. Which one does not use operations management?

- a) A CPA firm.
- b) A bank.
- c) A hospital
- d) **They all use it.**

51. The transportation model method that is used to evaluate location alternatives minimizes total.

- a) sources
- b) destinations
- c) capacity
- d) **shipping costs**

70 Moving from the aggregate plan to a master production schedule requires

- a) rough cut capacity planning
- b) sub-optimization
- c) **disaggregation**
- d) strategy formulation

74. Which of the following terms best defines the nature of Total Quality Management?

- a) An art
- b) A philosophy**
- c) A science
- d) A social activity

75. Which of the following terms reflects Japanese view of continuous improvement?

- a) Kaizen**
- b) Poka-yoke
- c) Six sigma
- d) Control limits