

1.

Award: 10.00 points

TB TF Qu. 01-01 Operations managers are responsible for...

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

- True
- False

Operations managers are not responsible for promoting goods/services. It is the marketing functional area that is responsible for assessing consumer wants and needs and selling and promoting the organization's goods or services.

References

True / False Difficulty: 1 Easy

**TB TF Qu. 01-01
Operations
managers are
responsible for...** Learning Objective:
01-01 Define the
terms operations
management and
supply chain.

2.

Award: 10.00 points

TB TF Qu. 01-02 Often, the collective success or failure of ...

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

- True
 False

A nation is often only as competitive as its companies.

References

True / False Difficulty: 1 Easy

TB TF Qu. 01-02 Learning Objective:
Often, the 01-01 Define the
collective terms operations
success or management and
failure of ... supply chain.

3.

Award: 10.00 points

TB TF Qu. 01-03 Companies are either producing goods or...

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

There are very few pure goods or pure services, so most companies sell product packages that combine goods and services. Therefore, most production systems involve a blend of goods and services.

References

True / False

Difficulty: 1 Easy

**TB TF Qu. 01-03
Companies are
either producing
goods or...**

Learning Objective:
01-01 Define the
terms operations
management and
supply chain.

4.

Award: 10.00 points

TB TF Qu. 01-04 Operations, marketing, and finance function...

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

- True
- False

Operations, marketing, and finance are naturally dependent upon one another.

References

True / False Difficulty: 1 Easy

**TB TF Qu. 01-04
Operations,
marketing, and
finance
function...** Learning Objective:
01-01 Define the
terms operations
management and
supply chain.

5.

Award: 10.00 points

TB TF Qu. 01-05 The greater the degree of customer...

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

- True
 False

Greater customer involvement leads greater variation in the goods and services provided. This creates greater variation in production or service requirements and results in more complexity in the design and management of operations.

References

True / False Difficulty: 2 Medium

TB TF Qu. 01-05
The greater the
degree of
customer... Learning Objective:
01-01 Define the
terms operations
management and
supply chain.

6.

Award: 10.00 points

TB TF Qu. 01-06 Goods-producing organizations are not...

Goods-producing organizations are not involved in service activities.

- True
- False

There are very few pure goods or pure services, so most companies sell product packages, which combine goods and services. Therefore, most production systems involve a blend of goods and services.

References

True / False Difficulty: 1 Easy

**TB TF Qu. 01-06
Goods-
producing
organizations
are not...** Learning Objective:
01-01 Define the
terms operations
management and
supply chain.

7.

Award: 10.00 points

TB TF Qu. 01-07 Service operations require additional...

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

- True
- False

Service operations cannot use inventory as a hedge against unpredictable demand.

References

True / False Difficulty: 1 Easy

**TB TF Qu. 01-07
Service
operations
require
additional...** Learning Objective:
01-02 Identify
similarities and
differences between
production and
service operations.

8.

Award: 10.00 points

TB TF Qu. 01-08 In for-profit organizations, the value of outputs...

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

- True
 False

Customers' willingness to pay for goods or services sets the value of these outputs.

References

True / False Difficulty: 1 Easy

TB TF Qu. 01-08
In for-profit organizations, the value of outputs...

Learning Objective:
01-01 Define the terms operations management and supply chain.

9.

Award: 10.00 points

TB TF Qu. 01-09 The use of models will guarantee the best...

The use of models will guarantee the best possible decisions.

- True
- False

Models are useful, but their use does not guarantee the best decisions.

References

True / False Difficulty: 1 Easy

TB TF Qu. 01-09
The use of models will guarantee the best...

Learning Objective:
01-07 Explain the key aspects of operations management decision making.

10.

Award: 10.00 points

TB TF Qu. 01-10 People who work in the field of operations...

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

- True
 False

Operations management requires a blend of knowledge and people skills.

References

True / False Difficulty: 2 Medium

**TB TF Qu. 01-10
People who
work in the field
of operations...** Learning Objective:
01-03 Explain the
importance of
learning about
operations
management.

11.

Award: 10.00 points

TB TF Qu. 01-11 Assembly lines improved productivity...

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

True

→ False

Rather than craft production, assembly lines used the concept of division of labor to divide the production operation into a series of small tasks which were so small that very little skill was required of the workers.

References

True / False

Difficulty: 3 Hard

**TB TF Qu. 01-11
Assembly lines
improved
productivity...**

Learning Objective:
01-08 Briefly
describe the
historical evolution
of operations
management.

12.

Award: 10.00 points

TB TF Qu. 01-12 The operations manager has primary...

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

True

→ False

The operations manager plays a role in these decisions but is not primarily responsible for them.

References

True / False

Difficulty: 1 Easy

**TB TF Qu. 01-12
The operations
manager has
primary...**

Learning Objective:
01-06 Describe the
operations function
and the nature of
the operations
manager's job.