

Final Test Paper 18.C INDIAN INSTITUTE OF MATERIALS MANAGEMENT Operations-Strategy GDMM/PGDMM 3 YEARS

Instructions:

1. Answer all 50 questions. Each question carries 2 marks Total : 100 Marks
2. Duration 1 Hour.

*Required

1. Email *

2. Name *

3. Roll Number *

4. 1. Along the continuum of service and manufacturing process outputs, a purely physical good is characterized by which of the following?

Mark only one oval.

- Low customer involvement
- Tangible quality measures
- Possibly an inventory of outputs
- All of the above

5. 2. Canadian business operations (e.g., product design) in an international area based on the local standard rather than Canadian standards is an example of a decision based on _____ considerations.

Mark only one oval.

- Ethical
- Diversity
- Environmental
- None of the above

6. 3. A nested process is one in which

Mark only one oval.

- One process is embedded within another process
- Many processes are executed in parallel
- One process follows another
- None of the above

7. 4. The skill areas of the operations function include:

Mark only one oval.

- Organizational behaviour
- Business ethics
- Quantitative methods
- All of the above

8. 5. An operations strategy

Mark only one oval.

- Provides low-variety, homogenous services at high volumes
- Reflects a clear understanding of a firm's long-term goals
- Provides the umbrella for key operations management decisions
- None of the above

9. 6. Which of the following outcomes is not a direct result of a market analysis?

Mark only one oval.

- Corporate responses to changes in the business environment
- Identifies customer needs
- Assesses competitors' strengths
- None of the above

10. 7. Manufacturers that make products to customer specifications in low volumes tend to:

Mark only one oval.

- Use a slow growth strategy
- Use a make-to-order strategy
- Remain unprofitable
- Use a make-to-stock strategy

11. 8. Competitive priorities for service processes include the strategies of:

Mark only one oval.

- Consistent quality
- On-time delivery
- Low cost
- All of the above

12. 9. Operations strategy translates service or product plans and competitive priorities for each market segment into

Mark only one oval.

- Decisions affecting the processes that support those market segments
- Static decisions that guide the product during its life cycle
- Decisions that are the same for each firm in an industry
- None of the above

13. 10. Effective global strategies include

Mark only one oval.

- Joint ventures
- Licensing technology
- Locating abroad
- All of the above

14. 11. In market analysis, the needs assessment step identifies

Mark only one oval.

- Demographic factors
- Psychological factors
- Product/service attributes
- None of the above

15. 12. Market needs, as determined during a market analysis, may be grouped as

Mark only one oval.

- Demand
- Product/service
- Delivery system
- All of the above

16. 13. Customer value can be defined as

Mark only one oval.

- A combination of quality, cost, and time all divided by flexibility
- Price divided by a combination of quality, time, and flexibility
- A combination of quality, time, and flexibility all divided by price
- The value of outputs over the value of inputs

17. 14. Which of the following statements about productivity is correct?

Mark only one oval.

- Index of the output per person or hours worked
- Multifactor inputs must be expressed in a common unit of measure
- The value of the outputs produced divided by the values of the input resources used
- All of the above

18. 15. _____ are the fundamental activities that organizations use to do work and achieve their goals.

Mark only one oval.

- Operations
- Inputs
- Processes
- None of the above

19. 16. Decisions which are primarily focused on design activities are called:

Mark only one oval.

- Structural decisions
- Design decisions
- Infrastructural decisions
- Strategic decisions

20. 17. A possible move to commodity standardization will occur at which stage of the product–service life cycle?

Mark only one oval.

- Introduction
- Maturity
- Decline
- Growth

21. 18. During the decline stage of the product–service life cycle, the number of competitors will:

Mark only one oval.

- Decline
- Be stable
- Increase
- Be few

22. 19. Market needs are largely met by which stage of the product–service life cycle?

Mark only one oval.

- Growth
- Decline
- Maturity
- Introduction

23. 20. For corporate banking, which of the following are likely to be key internal performance objectives?

Mark only one oval.

- Speed, cost, quality
- Dependability, speed, cost
- Flexibility, cost, speed
- Flexibility, quality, dependability

24. 21. Things which directly and significantly contribute to gaining business are termed:

Mark only one oval.

- Qualifying factors
- Competitive factors
- Order winning factors
- Critical factors

25. 22. The key virtues required for shaping strategy from the bottom up are:

Mark only one oval.

- Learning from experience
- Philosophy of incremental improvement
- Employee involvement
- All of the above

26. 23. Another term for the bottom up perspective is the concept of

Mark only one oval.

- Experiential strategies
- Hierarchical strategies
- Group strategies
- Emergent strategies

27. 24. The operations, marketing, product–service development departments will all need to consider how best they should organize themselves. This is called

Mark only one oval.

- Corporate strategy
- Operations strategy
- Business strategy
- Functional strategy

28. 25. Decisions about what types of business the group wants to be in, what parts of the world it wants to operate in, and how to allocate its cash between its various businesses, all relate to

Mark only one oval.

- Corporate strategy
- Operations strategy
- Business strategy
- Functional strategy

29. 26. Which of the following is true of the relationship between the content and the process of strategy?

Mark only one oval.

- Content influences process
- Process influences content
- They are independent of one another
- They influence each other

30. 27. The set of specific decisions and actions which shape the strategy are known as

Mark only one oval.

- The process of strategy
- The content of strategy
- The tangibles of strategy
- The operationalization of strategy

31. 28. Which of the following decisions is NOT usually related to strategy?

Mark only one oval.

- Decisions which move an organization closer to its short-term goals
- Decisions which have a widespread effect on the organization
- Decisions that define the position of an organization relative to its environment
- Decisions involving the translation of market requirements into operations processes

32. 29. Which of the following performance objectives are key to Ryanair's strategy?

Mark only one oval.

- Quality and speed
- Speed and dependability
- Flexibility and cost
- Cost and dependability

33. 30. A model for comparing the gap between market requirements and achieved performance is

Mark only one oval.

- The operations strategy matrix.
- The Platts-Gregory procedure.
- The Hill methodology.
- The operations resources perspective.

34. 31. Which of the following is not a key way in which business organizations compete with one another?

Mark only one oval.

- Production cost
- Product duplication
- Flexibility
- Quality

35. 32. involves determination of the progress of work, removing bottlenecks in the flow of work and ensuring that the productive operations are taking place in accordance with the plans

Mark only one oval.

- Follow up
- Time management
- Time study
- Time booking

36. 33..... is the process of setting of productive activities in motion through release of orders and instructions, in accordance with previously planned timings.

Mark only one oval.

- Time study
- Follow up
- Dispatching
- None of these

37. 34. is a time-table of operations specifying the time and date when each operation is to be started and completed.

Mark only one oval.

- Time study
- Schedule
- Loading
- None of these

38. 35. Involves the fixation of path through which work will flow for manufacturing of goods.

Mark only one oval.

- Scheduling
- Routing
- Time study
- None of these

39. 36. is the process of reporting daily progress of work in each shop in a prescribed proforma and to investigate the causes of deviations from the planned performance and to take necessary actions

Mark only one oval.

- Follow up
- Motion study
- Time study
- all of these

40. 37. Which of the following is an objective of quality control?

Mark only one oval.

- To produce qualitative items
- To reduce companies cost through reduction of losses due to defects.
- To produce optimal quality at reduced price.
- all of these

41. 38..... is that aspect of operation management function, which is concerned with the acquisition, control, and use of materials needed and flow of goods and services connected with the production process.

Mark only one oval.

- Materials management
- Division of labour
- Mass production
- Craft production

42. 39. If inputs decrease while output remains constant, what will happen to productivity?

Mark only one oval.

- It will increase
- It will decrease
- It will remain the same
- It is impossible to tell

43. 40.....is the art and science of ensuring that all which occurs is in accordance with the rules established and the instructions issued in the case of operations.

Mark only one oval.

- Operational attack
- Operational control
- Operational summary
- None of these

44. 41..... is concerned with deciding in advance what is to be produced, when to be produced, where to be produced and how to be produced

Mark only one oval.

- a) Operational planning
- b) Operational control.
- c) (a) and (b).
- d) None of these

45. 42. The differences between the actual demand for a period and the demand forecast for that period is called

Mark only one oval.

- Forecast error
- Weighted arithmetic mean
- Decision process.
- Mean square error

46. 43. All of the following decisions fall within the scope of operationsmanagement EXCEPT for

Mark only one oval.

- Financial analysis
- Design of products and processes
- Location of facilities
- Quality management

47. 44.can be defined as the measurements that detect the onset of a degradation mechanism, thereby allowing causal stressors to be eliminated or controlled prior to any significant deterioration in the component physical state

Mark only one oval.

- Break down maintenance
- Predictive maintenance
- Past maintenance
- None of these

48. 45. In the case oftype of maintenance, no actions or efforts are taken to maintain the equipment as the designer originally intended to ensure design life is reached.

Mark only one oval.

- a) Break down maintenance
- b) Preventive maintenance
- c) (a) and (b)
- d) None of these.

49. 46.is defined as the combination of tasks that are required to keep a machine or part of a machine in the desirable condition.

Mark only one oval.

- Substitution
- Maintenance
- Reduction
- Induction

50. 47. involves systematically recording, analyzing and synthesizing the times required to perform a motion.

Mark only one oval.

- Method study
- Motion study
- Time study
- all of these

51. 48.refers to the manufacturing of large volume of a single or a very few varieties of products with a standard set of processes

Mark only one oval.

- Continuous production
- Intermittent production
- Project production
- None of these

52. 49. is the process of predicting and defining the long-term and the short-term capacity needs of an organization and determining how those needs will be satisfied.

Mark only one oval.

- Capacity planning
- Capacity control
- Staff fixation
- Instrumentalisation

53. 50.....is a measure the actual level of output for a process or activity over a period of time.

Mark only one oval.

- Actual capacity
- Design capacity
- Maximum capacity
- None of these

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