Quiz

1. Which of the following activities is unnecessary, when an organization decides to design its new product or service or refine its existing product or service:
   - Translate customer wants and needs into product and service requirements
   - Refine existing products and services
   - Develop new products and services
   - **Manage the purchasing activities religiously and diligently.**

2. While focusing on capacity planning, organizations look for which of the following alternatives.
   - How much will it cost
   - How much holidays the workers can enjoy.
   - How much compensation they need to pay to their CEO.
   - None of the above

3. Which of the following is not one of the assumptions for Cost Volume Analysis
   - **One product is not involved**
   - Everything produced can be sold
   - Variable cost per unit is the same regardless of volume
   - Fixed costs do not change with volume

4. Which of the following does not fall under Economic Production Quantity (EPQ)
   - **Only two or more item are involved**
   - Annual demand is known
   - Usage rate is constant
   - Usage occurs continually

5. Advantages of Process Layout Include
   - Equipment used is less costly
   - Low unit cost.
   - Labor specialization.
   - Low material handling cost

6. Common types of Operations include
   - Continuous Processing.
   - Intermittent Processing.
7. System performance is measured by
   - Average number of customers being refused service
   - Average time customers wait
   - System utilization
   - **b and c.**

8. Inventory carrying costs are influenced by:
   - Order Quantity in Units
   - Holding carrying cost per unit.
   - Demand
   - **a and b only.**

9. Bar coding helps in determining the:
   - Status of the inventory of an item in warehouse
   - Price of the product
   - Size of the lot as well as the size and specifications of the product
   - **All of the above**

10. Therbligs are basic elemental motions which include:
    - Search
    - Select
    - Throw
    - **a and b only**

**Quiz**

1. The goal of Total Quality Management is:
   - **Customer satisfaction**
   - Product differentiation
   - Brand equity
   - Acting globally

2. The most common form of quality control includes:
   - Planning
   - Organizing
   - **Inspection**
   - Directing

3. Process selection is primarily considered during:
   - **Planning**
   - Organizing
   - Leading

[http://vustudents.ning.com](http://vustudents.ning.com)
4. The type of operation being carried out by an organization depends upon:
   - Degree of standardization
   - Volume of output
   - Demand
   - Both (a) and (b)

5. Repetitive processing results in output that is: http://vustudents.ning.com
   - Highly standardized
   - Highly customized
   - Partially customized
   - None of the given options

6. Job shop and batch processing are differentiated on the basis of:
   - Job requirements
     - Degree of standardization
     - Volume of output
     - Both (b) and (c)

7. Automation is preferred because it:
   - Offers lesser dependence on workers
   - Results in reduction in variable cost
   - Offers easy handling of repetitive work
   - All of the given options

8. Product layout is preferably used for:
   - Repetitive processing
     - Intermittent processing
     - Both (a) and (b)
     - Neither (a) nor (b)

9. Process layout is used for:
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10. The most significant advantage of U-shaped layout is:
    - Cost minimization
    - Easy handling of process
    - Increased flexibility in work
    - All of the given options

11. The goal of motion study is to achieve:
    - Cost minimization
12. Location decisions are viewed primarily as part of:
   - Marketing strategy
   - Growth factors
   - Financial aspect
   - Both (a) and (b)

13. Regional factors for location planning include all of the following except:
   - Raw materials
   - Markets
   - Labor considerations
   - Attitudes

14. Transportation method is a __________ approach.
   - Quantitative
   - Qualitative
   - Scientific
   - All of the given options

15. Fredrick Taylor’s concern for quality includes:
   - Product inspection
   - Gauging system
   - Statistical control chart
   - Both (a) and (b)

16. Kaoru Ishikawa is famous for:
   - Statistical quality control
   - Fish bone diagram
   - Loss function concept
   - All of the given options

17. Poor quality adversely affects:
   - Costs
   - Productivity
   - Profitability
   - All of the given options

18. ______ is intended to assess a company’s performance in terms of environmental performance: http://vustudents.ning.com
   - ISO 14000
   - ISO 9000
   - Six sigma
   - All of the given options

http://vustudents.ning.com
19. The purpose of ISO 9000 is to:
   - Promote quality standards to improve efficiency and productivity
   - Earn high profit
   - Avoid unfavorable outcomes
   - Gain high market share

20. A product performing consistently refers to which of the following dimensions of quality:
   - Safety
   - Conformance
   - Durability
   - Reliability

Quiz

11. Key issues in inspection include where to inspect, how often to inspect and whether to inspect on site or in a lab.

12. Total Quality Management TQM has two important aspects first being problem solving and second being process improvement.

13. Sampling Plans specify lot size, sample size, number of samples and acceptance/rejection criteria. http://vustudents.ning.com

14. Aggregate planning establishes general level of employment, output and inventories for periods of 2 to 12 Months.

15. Master schedule is prepared by desegregating the Aggregate Plan.

16. Inventory levels must be carefully planned in order to balance the Holding Costs of inventory and cost of providing levels of customer service.

17. Economic Order Quantity (EOQ) and Economic Production Quantity (EPQ) make use of the same set of assumptions except orders are received incrementally during production.

18. To be successful MRP requires a computer program, accurate master schedule, bills of material and inventory data.

http://vustudents.ning.com
19. Manufacturing Resources Planning (MRP II) and Enterprise Resource Planning (ERP) are natural extensions of MRP, which cover broader scopes as well as Supply Chain Managements.

20. Process Layouts group similar activities into departments or other work centers.

Quiz

21. Fixed Position Layouts are used when size, fragility, cost or other factors make it undesirable or impractical to move a product through a system.

22. The design of work systems involves job design, work measurements and compensation.

23. The primary location options available to an existing organization include expanding the existing location, move to a new location, maintain existing facilities while adding additional facility or do nothing.

24. Most organizations are influenced by location of raw materials, labor supply, market considerations, community related factors, site related factors and climate.

25. ISO 9000 and ISO 14000 represent quality standards and environment standards respectively.

26. Two basic tools of process control are control charts and run tests.

27. The decision to shift or convert from Traditional Manufacturing System to Just in Time or Lean Systems could be sequential in order to help management have better control, first hand learning experience and more time for conversion from one system type to another.

28. The ultimate goal of a Just in Time System is to achieve a balanced, smooth flow of production.

29. Logistics involve movement of materials to and from the organization including shipment and distribution.
30. **Electronic Data Interchange** has increased productivity and accuracy in Supply Chain Management Systems.

**Quiz**

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   - **Quality Function Deployment**

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   - A **philosophy**
   - A science
   - A social activity

8. Which of the following terms reflects Japanese view of continuous improvement?
   - Kaizen

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http://vustudents.ning.com
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13. Which of the following refers to a continuous measurement of an organization’s products and processes against a company recognized as a leader in that industry?
- Benchmarking
- Gap analysis
- Statistical process control
- Continuous improvement

14. Which of the following is the focus of statistical process control?
- Determining the efficiency of an operations system
- Measuring the amount of re-work required to rectify faulty goods
- Identifying the security needs of an operations system
- Measuring and controlling process variations

15. Which of the following is a measure of how closely a product or service meets the specifications?
- Quality of Conformance
- Continuous improvement
- Competitive benchmarking
Quiz

1. _______ allows the manager to anticipate the future so then can plan accordingly.
   - Forecasting
   - Planning
   - Organizing
   - Leading

2. Forecasts are rarely perfect because of:
   - Internal factors
   - Randomness
   - External factors
   - All of the given options

3. Forecast accuracy _______ as time horizon increases.
   - Increases
   - Decreases
   - Remains the same
   - None of the given options

4. _______ use explanatory variables to predict the future.
   - Judgmental forecasts
   - Time series forecasts
   - Associative models
   - All of the given options

5. All of the following are examples of judgmental forecasts except:
   http://vustudents.ning.com
   - Executive opinions
   - Consumer surveys
   - Delphi method
   - Naïve forecasts

6. _______ requires completing a series of questionnaires, each developed from the previous one, to achieve a consensus forecast.
   - Naïve forecast
   - Time series analysis
   - Associative models
   - Delphi method

7. One of the drawbacks of naïve forecasts is:
   - Low accuracy

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- High cost
- No ease at using
- None of the given options

8. All of the following are responsible for irregular variations except:
- Severe weather
- Earthquake
- Worker strikes
- Cultural changes

9. _______ is a technique that averages a number of recent actual values, updated as new values.
- Moving average
- Weighted moving average
- Simple moving average
- Exponential smoothing

10. MAPE stands for:
- Measure Actual Performance Error
- Mean Absolute Percent Error
- Mean Actual Percent Error
- Mean Absolute Performance Error

Quiz
Choose the most appropriate answers in each of the following questions:

1. All of the following are the major factors affecting design strategy except:
   - Cost
   - Market
   - Time-to-market
   - Revenue

2. All of the following are the primary reasons for design process except:
   - Economic
   - Social and demographic
   - Political, liability, or legal
   - Personal

3. _______ refers to a manufacturer being liable for an injury or damage caused by a faulty product.
   - Product liability
   - Manufacturer’s liability
   - Organizational liability
   - All of the given options

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4. _______ is the postponement tactic.
   - Product differentiation
   - Delayed differentiation
   - Service differentiation
   - All of the given options

5. The situation in which a product, part or system does not perform as intended is referred to as:
   - Reliability
   - Durability
   - Failure
   - Maturity

6. DFA stands for:
   - Design for Assurance
   - Design for Accuracy
   - Design for Authenticity
   - Design for Assembly

7. Taguchi approach helps in determining:
   - Controllable factors only
   - Un-controllable factors only
   - Both controllable factors and un-controllable factors
   - None of the given options

8. _______ is the bringing together of engineering, design and manufacturing personnel together early in the design phase.
   - Robust design
   - Concurrent engineering
   - Canabalization
   - Design for Manufacturing (DFM)

9. Reliability can be measured effectively by using:
   - Probability
   - Durability
   - Failure
   - Forecasting

    - Maximum
    - Minimax
    - Maximax
    - Laplace

11. Decision tree is analyzed from:

    http://vustudents.ning.com
12. Judgmental forecasts include all of the following except:
   - Executive opinion
   - Consumer surveys
   - Delphi method
   - **Regression analysis**

13. In order to design a new product or service, an organization takes into account:
   - External factors
   - Internal factors
   - **a & b**
   - Economic, social and demographic conditions

14. FDA, OSHA and CRS resolve:
   - **Legal issues**
   - Political issues
   - Ethical issues
   - Environmental issues

15. Design that results in products or services that can function over a broad range of conditions is called:
   - Computer Aided Design
   - **Robust design**
   - Design for remanufacturing
   - Modular design

16. Which of the following is wrong with respect to Naïve forecast?
   - Quick and easy to prepare
   - **Provides high accuracy**
   - Simple to use
   - Can be a standard for accuracy

17. Steps in CPFR include all of the following except:
   - Creation of a front end partnership agreement
   - Sharing forecast
   - Inventory replenishment
   - **Development of supply forecasts**

18. Identify the right sequence in product or service life cycle.
   - Introduction, Maturity, Growth, Decline, Saturation
   - **Introduction, Growth, Maturity, Saturation, Decline**

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19. In the absence of enough time, ________ forecasts are preferred.

- Qualitative
- Quantitative
- Naïve forecasts
- None of the given options

20. ________ are based on samples taken from potential customers.

- Executive opinion
- Consumer surveys
- Delphi method
- All of the given options

**Quiz**

1. Which of the following forecasting techniques generates trend forecasts?

- Delphi method
- Moving averages
- Single exponential smoothing
- Naïve forecast

2. Which of the following smoothing constants would make an exponential smoothing forecast equivalent to a naive forecast?

- 0
- 0.01
- 0.5
- 1.0

3. The temperature on Tuesday was 80 degrees, on Wednesday it was 82 degrees, on Thursday it was 78 degrees. A naive forecast for the temperature on Friday would be:

- 78 degrees
- 80 degrees
- 82 degrees
- 84 degrees

4. A design that focuses on reducing the number of parts in a product and on assembly methods and sequence is known as:

- Design for manufacturing
- Design for recycling

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Design for assembly
Design for disassembly

5. DFM stands for:
- Design for Maintenance
- **Design for Manufacturing**
- Design for Management
- Design for Manpower

6. As the number of components in a series increases, the reliability of the system:
- Increases
- Decreases
- Remains the same
- Becomes zero

7. The purpose of ________ is to arrive at a consensus forecast.
- Naïve forecast
- Associative models
- Time series forecast
- **Delphi method**

8. A system is composed of components A, B, C and D. The overall reliability of the system is a measure of the reliability of the individual components. Listed below are a few ways to improve reliability of the system:
- Improve component design
- Improve testing
- Use backup components
- Improve strategy formulation
- Quality assurance

Which of the following combinations would be the best to improve reliability of the system?
- 1,2, 5
- **1,2,3**
- 1,4,5
- 3,4,5

9. As time horizon increases, forecast accuracy:
- Increases
- Decreases
- Levels off
- Becomes zero

10. If demand of a product ‘A’ is 30 units, 45 units and 75 units in week 1, 2 and 3 respectively, the demand for week 4 according to moving average method would be:
- 105 units
- 75 units

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Quiz

1. The prime determinants of choosing a sampling plan include:
   - Cost
   - Time
   - Environment
   - **Both cost and time**

2. The ideal sampling plan requires ______ inspection of each lot.
   - **100%**
   - 50%
   - 10%
   - 25%

3. As the lot quality decreases, the probability ________.
   - Increases
   - **Decreases**
   - Remains neutral
   - None of the given options

4. ________ represents maximum AOQ for a range of fractions defective.
   - Acceptable Quality Level (AQL)
   - **Average Outgoing Quality Limit (AOQL)**
   - Lot Tolerance Percent Defective (LTPD)
   - None of the given options

5. __________ refers to intermediate range capacity planning, usually covering 2 to 12 months.
   - **Aggregate planning**
   - Moderate planning
   - Long range planning
   - Short range planning
6. ________ is an optimizing technique that seeks to minimize combined costs, using a set of cost-approximating functions to obtain a single quadratic equation.
   ➢ Linear programming
   ➢ **Linear decision rule**
   ➢ Aggregate planning
   ➢ Lot Tolerance Percent Defective (LTPD)

7. ________ takes physical count of items at periodic intervals.
   ➢ **Periodic inventory system**
   ➢ Perpetual inventory system
   ➢ Two-bin system
   ➢ Universal bar code system

8. ________ refers to the cost to carry an item in inventory for a length of time.
   ➢ Shortage cost
   ➢ Ordering cost
   ➢ **Holding cost**
   ➢ None of the given options

9. Inputs to MRP include all of the following except:
   ➢ Master schedule plan
   ➢ Bill of materials
   ➢ Inventory records
   ➢ **Control charts**

10. ________ represents the process of determining short-range capacity requirements.
    ➢ **Capacity requirements planning**
    ➢ Aggregate planning
    ➢ Capacity planning
    ➢ Schedule planning

**Quiz**

1. ____________ is the maximum output rate or service capacity an operation, process or facility.
   ➢ Efficiency
   ➢ Effective Capacity
   ➢ **Design Capacity**

2. ____________ is the rate of output actually achieved.
   ➢ **Actual Output**
   ➢ Design Capacity
   ➢ Utilization
3. A knowledge of economies and diseconomies of scale is ----------
   - Important for operations manager
   - Not Important for operations manager
   - It makes no difference

4. If the output rate is less than the optimal level, increasing output rate results in ----
   -------------- average unit cost
   - Increasing
   - Decreasing
   - Stabilizing

5. As the output is increased, the unit cost is decreased because
   - Of external factors
   - Because there are more units to absorb the fixed costs
   - None of the above

6. as the general capacity of the plant increased, the optimal output rate increases
   and the minimal cost for the optimal rate
   - Decreases
   - Increases
   - It has no effect with the output rate

7. The primary purpose of cost-volume analysis is
   - To estimate the income of an organization
   - To analyze initial costs incurred under different operating conditions
   - Both A and B

8. variable costs vary ------------- with volume of output
   - Inversely
   - Directly

9. ------------- refers to the way, an organization chooses to produce its goods or services
   - Process selection
   - Capacity planning
   - Cost volume analysis

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    - Job shop
    - Repetitive processing
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Quiz
Fill in the blanks.

1. Eliminating the disruptions and making the system flexible are ________ goals of the JIT. (supporting)

2. Incremental Holding Cost incurred by using slower alternative is computed through Incremental Holding Cost = _________________. (H*(d/365))

3. One of the basic elements of the Supply Chain Management is ____________ for evaluating suppliers and supporting operations. (purchasing)

4. CPFR stands for ___________________ (Collaborative Planning Forecasting and Replacement)

5. ________________ reflects company’s efforts to achieve response from EDI and bar codes. (Efficient Consumer Response (ECR))

6. The rate at which inventory goes through the supply chain is _______________. (Inventory velocity)

7. In ____________ we establish the timing of the use of equipment, facilities and human activities in an organization. (Scheduling)

8. Scheduling for high-volume flow system is referred to as ______________. (Flow-shop Scheduling)

9. ____________ is used as a visual aid for loading and scheduling. (Gantt chart)

10. Executive responsibilities, project selection, project manager selection, and organizational structure are major administrative issues of _______________. (Project Management)
Quiz

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   - Walter Shewhart
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- **A philosophy**
- A science
- A social activity

8. Which of the following terms reflects Japanese view of continuous improvement?
- **Kaizen**
- Poka-yoke
- Six sigma
- Control limits

9. Which of the following is **NOT** an element of TQM?
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- **Perceived quality**
- Employee empowerment
- Customer focus

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Identifying the security needs of an operations system

Measuring and controlling process variations

15. Which of the following is a measure of how closely a product or service meets the specifications?

- Quality of Conformance
- Continuous improvement
- Competitive benchmarking
- Statistical process control

Quiz

1. Who advocated the concept of “zero defects”?
   - Edwards. Deming
   - Joseph Juran
   - Kaoru Ishikawa
   - Philip Crosby

2. Which of the following is the origin of the term “Poka –Yoke”?
   - America
   - China
   - Spain
   - Japan

3. Which of the following is INCORRECT about TQM?
   - Meeting the needs and expectations of customers
   - Primarily a “worker” rather than a management activity
   - Inclusion of every person in the organization
   - Covering all the functional areas of the organization

4. Which of the following is a unit of measurement as specified in Six Sigma quality?
   - Defects per hundred
   - Defects per thousand
   - Defects per hundred thousand
   - Defects per million

5. Which of the following is a descriptive technique that is used by a decision maker to evaluate the behavior of a model under various conditions?
   - Linear programming
   - Simulation
   - Critical path method
   - PERT

6. EF stands for which of the following?
   - Equal Finish
   - Economic Finish

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7. Which of the following refers to unnecessary extension of the project scope that hinders in-time completion of the project?
   - Work creep
   - Plan creep
   - **Scope creep**
   - Budget creep

8. Which of the following relates to monitoring the objectives of cost, time and quality as the project progresses?
   - Project estimating
   - Project planning
   - **Project control**
   - Project crashing

9. Which one the following is focused to reduce the incidence of failures in the plant or equipment to avoid the associated costs?
   - Preventive maintenance
   - Predictive maintenance
   - Reactive maintenance
   - Total productive maintenance

10. Which of the following refers to the length of time a job is in the shop at a particular workstation?
    - Job lateness
    - **Job flow time**
    - Make-span
    - Slack time