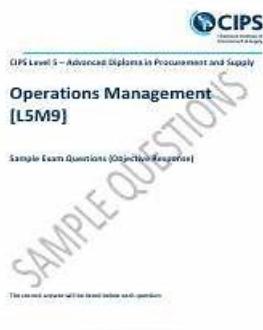


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CIPS Operations Management Sample Questions (Q112-Q117):

NEW QUESTION # 112

Total Productive Maintenance and Just in Time are examples of Total Quality Management (TQM). Is this correct?

- A. yes- other examples include statistical process control
- B. no- TQM includes Kansai engineering
- C. yes- other examples include business process re-engineering
- D. no- TQM includes quality circles and quality function deployment

Answer: A

Explanation:

The correct answer is 2. Firstly the statement is true TPM and JIT are examples of TQM- so discount options 3 and 4. Between 1 and 2 - 1 is incorrect as BPR is not a form of TQM but statistical process control is. This is from p.107. There are 6 types of TQM- do learn these all for the exam- it's known to come up frequently in the exam

NEW QUESTION # 113

In order to keep processing costs down, which of the following should a company opt for in terms of operating processes?

- A. low variation, high visibility
- B. **high volume, low variety**
- C. low volume, high variety
- D. high variation, low visibility

Answer: B

Explanation:

2 is the correct response. This is the only response where both characteristics given keeps costs down. High volume means a lower unit cost and higher profits. Low variety keeps costs down as you don't need to produce many different products. In the other three options high variety, high variation and high visibility all lead to increased costs. P. 50

NEW QUESTION # 114

Performance Benchmarking is a form of what type of benchmarking?

- A. **internal**
- B. external
- C. competitive
- D. non-competitive

Answer: A

Explanation:

Performance Benchmarking is an internal form of benchmarking where you compare the performance of 2 different departments against each other. This is from p.82.

NEW QUESTION # 115

Which of the following are basic performance objectives used for day-to-day operations and ensure staff are working towards tangible achievements? Select TWO

- A. **cost**
- B. customer satisfaction
- C. operations agility
- D. **quality**

Answer: A,D

Explanation:

The 5 BASIC performance objectives (according to CIPS) are cost, quality, flexibility, speed and dependability. Customer Satisfaction and Operations Agility are objectives at the strategic level. See p.75

NEW QUESTION # 116

Companies that have high-visibility processes require higher levels of customer management skills than companies with low-visibility processes. Is this TRUE?

- A. yes- high visibility companies often have higher operating costs because of this
- B. no- all companies require customer management skills
- C. yes- high visibility companies often have lower operating costs because of this
- D. no- low visibility companies must focus on increasing levels of customer service

Answer: A

Explanation:

Firstly, the sentence is true, so you can discount options 3 and 4. A high-visibility company is one where customers see the operating process. Examples include education- students sit in the classroom so see the teaching process, and the postal service, where customers receive notifications of when parcels will be delivered. Low-visibility means the customer doesn't see the operating process, so an example of this would be agriculture or manufacturing customers just see the end result. Where customers see the process, companies require higher levels of customer management skills. Between options 1 and 2, 1 is correct - this is a direct quote from p.50. Where you have high visibility, you will likely need to employ more staff, deal with customers on the phone/ in person and companies will probably have more complaints- all of which cost money.

NEW QUESTION # 117

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