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1. L5M9 – Sep 2024 Exam ☺

1. Total quality management requires total involvement from the organisation to be successful. Is this statement TRUE or FALSE?
 - a. True, because it requires cross-functional working to remove waste
 - b. True, because otherwise this is just quality control
 - c. False, because the procurement and quality teams are the key players
 - d. False, because it is the responsibility of production to get it right first time

ANS: B

2. There are key differences in the characteristics of goods and services. Which of the following are characteristics associated with services? Select THREE that apply
 - a. Services involve little customer contact
 - b. Services are usually capital intensive
 - c. Quality is difficult to assess in services
 - d. Services are intangible
 - e. Delivery and processes are inseparable in services
 - f. Services can be stored as inventory

ANS: C,D,E

3. The activity of process redesign is most important when?
 - a. Lead times for materials are decreasing
 - b. You have an increasing competitive advantage
 - c. Competitive priorities have changed
 - d. The cost of material inputs remain stable

Ans: C

4. Business continuity planning is a management process which provides a framework primarily focused on
 - a. the long-term improvement of business processes
 - b. the benchmarking of processes in similar organisations
 - c. the recruitment and selection of skilled staff
 - d. the resilience of a business in the event of major failure

Ans: D

5. The bottom-up perspective of operations strategy relies on practical experience as the basis of what operations should do in the future. Is this correct?
 - a. Yes. It is based on the premise that operations improvements cumulatively build strategy

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CIPS Operations Management Sample Questions (Q119-Q124):

NEW QUESTION # 119

Which of the following is a computer-based programme which determines the amounts of inputs required into a process?

- A. Kaizen
- B. Just in Time
- C. MRP
- D. Work Scheduling

Answer: C

Explanation:

This is MRP. You will likely remember this from Level 4- it comes up again here but there's nothing new that you won't have seen before. P.55

NEW QUESTION # 120

Operations Management is concerned with the management of resources in the production of tangible goods. Is this TRUE?

- A. yes- operations management is ensuring a company has the correct resources to create goods
- B. yes- operations management ensures there are sufficient goods produced to meet customer demand
- C. no- operations management is concerned with ensuring the organisation is profitable
- D. no - operations management can also be concerned with the creation of intangible goods

Answer: D

Explanation:

you can't touch or hold), also requires operations management. P.2

NEW QUESTION # 121

According to the Taguchi Loss Function there are two types of costs incurred when there is an issue with quality. What are these?

- A. private costs and social costs
- B. private costs and public costs
- C. social costs and environmental costs
- D. financial costs and reputational costs

Answer: A

Explanation:

The correct answer is private costs and social costs. Private costs include internal costs to the business (such as downtime, loss of staff/ money etc) and social costs affect the community and environment. P.133

NEW QUESTION # 122

Inventory Management is an important focus of operations within the Construction Industry. Is this TRUE?

- A. yes- this is the most important aspect of managing a construction project
- B. no- inventory management is a key focus in the manufacturing industry only as raw materials are converted into outputs
- C. no- the construction industry does not require the storage of inventory
- D. yes- its important that materials are ordered to the correct timescale to ensure the project remains on track

Answer: D

Explanation:

Firstly the statement is true- inventory management is an important focus in Construction (p.64). Of options 1 and 2, 1 is correct. It is important materials (bricks, windows, electric cables etc) are delivered to site when they are needed and stored correctly to avoid damage. Option 2 is incorrect, although it is important, its not the MOST important aspect of construction.

NEW QUESTION # 123

Which of the following will increase 'order winning' objectives of a retail organisation?

- A. customer loyalty
- B. streamlined operations procedures
- C. increased costs
- D. improved supplier relations

Answer: A

Explanation:

4 is the correct answer. Here you're looking for the answer which will ensure a customer always picks this business over competitors. Of the four options given, loyalty is the only one that would make sense. Remember 'order winners' are the 'customers' justification for their purchase of a product or service'- this is a direct quote from P.43

NEW QUESTION # 124

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