

# Marvelous CIPS - L5M9 - Operations Management Discount Code

## CIPS L5M9 Operations Management LO1

1. <b>Operations Management</b>	The processes of managing the resources and processes involved in the acquisition and transformation of inputs and the distribution of outputs.
2. <b>Five Key Performance Dimensions / Performance Objectives - Slack and Brandon-Jones</b>	1. Quality 2. Speed 3. Dependability 4. Flexibility 5. Cost
3. <b>Quality</b>	Producing products and services that satisfy customer needs.
4. <b>Speed</b>	Ensuring a short lapse of time between when orders are made and fulfilled.
5. <b>Dependability</b>	Producing products that are reliable and consistent.
6. <b>Flexibility</b>	Adapting to changes in demand or marketplace changes.
7. <b>Cost</b>	Producing products and services at minimum cost.
8. <b>Operation</b>	Smallest divisible piece of work or activity within an organisation. CREATING FLOW
9. <b>Production Methods</b>	1. Make to Order - craft production. Does not commence until an order has been received. 2. Mass Production - make to stock - low variety / high volume 3. Mass Customisation / Late Customisation - mix between made to order and mass production. Products standardised to a certain point e.g. Dell
10. <b>I T O</b>	Input - Transformation - Output The market is the point in which an output transforms into an input
11. <b>Input</b>	

11/15

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## CIPS Operations Management Sample Questions (Q30-Q35):

### NEW QUESTION # 30

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

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

**Answer: B**

Explanation:

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

### NEW QUESTION # 31

Below are details of five companies who operate a Total Quality Management System (TQM). For each company, select the system used and identify which area of the Balanced Scorecard this relates to.

Company 1: The focus of this company is to gather real-time data to assess the quality of products created during the manufacturing process. There are tight budgets and reworking any defects will affect the bottom line.

Company 2: This company is concerned about how their products are received. They have recently completed market research focused on their client's feelings. The objective is now to improve the product's look and performance to meet these expectations.

Company 3: The focus of this company is defining the customer requirements and translating this into a high-quality specification and effective operational process.

Company 4: Within this company there is a group of 6 employees who meet regularly with the objective of reducing issues that arise in the manufacturing of products.

Complete the table below by listing the TQM System used and the relevant Balanced Scorecard criteria for each company. Each response should only be used once: Quality Circle, Statistical Process Control, Kansei Engineering, Quality Function Deployment, Finance Criteria, Business Process Criteria, Learning and Growth Criteria, Customer Criteria.

Which of the following will you put into box 2?

- A. quality function deployment
- B. quality circle
- **C. statistical process control**
- D. kansei engineering

**Answer: C**

Explanation:

The correct answers are as follows:

### NEW QUESTION # 32

Joan is the Operations Manager at a Dentist Surgery and has recently completed a Pareto Analysis with the hopes of improving the quality of service offered. Which of the following would be a possible finding from this analysis?

- A. customers are twice as likely to recommend the dentist if they had a positive experience
- **B. 80% of complaints are caused by 20% of the dentists**
- C. there is a gap between the service expected by customers and the service delivered
- D. The booking process is very slow and doesn't meet customer expectations

**Answer: B**

Explanation:

Pareto is also known as the 80/20 rule- therefore the only correct option could be 1. P.126 talks about how Pareto is applied in diagnosing quality problems within an organisation. You'll have come across Pareto in Level 4 when it was used as a way of classifying inventory.

### NEW QUESTION # 33

Continuous Operations is a manufacturing methodology which is driven by forecasted customer numbers and has a low level of work-in-progress inventory. Is this true?

- A. no- in continuous operations there is a high level of work-in-progress inventory
- B. yes- in continuous operations there is a low level of automation
- C. yes- in continuous operations there is a high level of standardisation
- D. no- in continuous operations actual customer numbers are used

**Answer: C**

Explanation:

Firstly, look to see if the statement is true or false. It is true (this is taken from the table comparing continuous operations to intermittent operations on p.15). Therefore you can automatically discount options 3 and 4. Between 1 and 2, option 1 is incorrect as there is a high level of automation in continuous operations.

### NEW QUESTION # 34

Which of the following would you require in order to calculate the availability of a piece of equipment used in manufacturing?

- A. production rate
- B. output of machine
- C. cost of repair
- D. mean time to repair

**Answer: D**

Explanation:

You need to know the mean time to repair - i.e. the amount of time the machine is 'out of action'. The calculation is  $\text{availability} = \frac{\text{mean time between failure}}{\text{mean time between failure} + \text{mean time to repair}}$ . P.95

### NEW QUESTION # 35

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