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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 (Q43-Q48):

NEW QUESTION # 43

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

- A. no- operations management is concerned with ensuring the organisation is profitable
- B. yes- operations management ensures there are sufficient goods produced to meet customer demand
- C. yes- operations management is ensuring a company has the correct resources to create goods
- 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 # 44

Moto Ltd is a car manufacturer based in Japan. They implement a Kansei Engineering process. In Kansei Engineering which of the following is considered?

- A. customer emotions
- B. environmental impact
- C. ethical considerations
- D. costs of raw materials

Answer: A

Explanation:

Customer emotions are considered in Kansai- its about creating products which meet customers' 'aesthetic and performance expectations'. P.114

NEW QUESTION # 45

Performance Benchmarking is a form of what type of benchmarking?

- A. internal
- B. competitive
- C. external
- 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 # 46

In the SERVQUAL model how many different types of gaps should be identified by a service provider?

- A. 0
- B. 1
- C. 2
- D. 3

Answer: A

Explanation:

There are 5 gaps in the SERVQUAL model: knowledge, standards, delivery, communication and satisfaction. The gaps measure the 'distance' between what the company provides and what customers expect. See p.56-57.

NEW QUESTION # 47

Tools by Tom is a manufacturer of hardware. They have recently advertised that a new range of hammers would be released shortly, however due to issues in the supply chain and a low-quality delivery of steel, the production of the new hammers has been put on hold. Of the following, which are internal impacts of failure for the company? Select TWO.

- A. wasted resources
- B. loss of credibility
- C. decreased market share
- D. downtime
- E. customer complaints

Answer: A,D

Explanation:

3 and 4 are internal impacts of failure- the others are external. See p.93 for more information.

NEW QUESTION # 48

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