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## CIPS L5M9 Operations Management LO1 2024/2025 Exam Questions and Verified Answers | Already Graded A+

Operations Management - **ANSWER ✓✓** The processes of managing the resources and processes involved in the acquisition and transformation of inputs and the distribution of outputs.

Five Key Performance Dimensions / Performance Objectives - Slack and

Brandon-Jones - **ANSWER ✓✓** 1. Quality

2. Speed

3. Dependability

4. Flexibility

5. Cost

Quality - **ANSWER ✓✓** Producing products and services that satisfy customer needs.

Speed - **ANSWER ✓✓** Ensuring a short lapse of time between when orders are made and fulfilled.

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## CIPS Operations Management Sample Questions (Q94-Q99):

#### NEW QUESTION # 94

The functional objectives of each business department must be set prior to the organisation setting the corporate objectives. Is this True?

- A. no- the corporate objectives are set first
- B. yes- the most important objectives from each department will be selected to create the corporate objectives
- C. yes- these individual objectives will collectively make up the corporate objectives
- D. no- there does not need to be an alignment between functional and corporate objectives so they can be created at any time

**Answer: A**

Explanation:

Firstly the statement is false- so you can discount options 1 and 2. It is false because corporate objectives are set first- these are then used to create functional objectives for each of the business departments. This is from p.34 of the study guide. [Later in the chapter it does go on to talk about top-down and bottom-up formation of strategy, which may be confusing. It is possible to build a strategy from the bottom up (i.e. from department level to corporate level) but strategy and objectives are not the same thing. Objectives are always set top-down].

#### NEW QUESTION # 95

How can a company measure the dependability of an item it produces? Select TWO

- A. variety of colours offered
- B. number of injuries caused by the product
- C. documentation is accurate
- D. how quickly complaints are resolved
- E. gross profit margin

**Answer: B,C**

Explanation:

1 and 5 are characteristics of dependability (p.76). 2 is about speed, 3 is about flexibility and 4 is about cost.

#### NEW QUESTION # 96

Which of the following is not an example of Statistical Process Control?

- A. Flowchart
- B. Scatter Diagram
- C. Check Sheet
- D. Histogram

**Answer: A**

Explanation:

A flowchart isn't considered a Statistical Process Control because it doesn't involve statistics- this is from p.124. If you're thinking that the others might not include statistic... That was my thoughts when I first read this chapter- but remember to just go with what the study guide says.

#### NEW QUESTION # 97

Which of the following are operations management activities? Select THREE

- A. job design
- B. process selection
- C. materials management
- D. capacity planning
- E. development of new products

**Answer: B,C,D**

Explanation:

1 2 and 4 are correct. Development of New Products would be the activity of the R&D department, and job design the activity of HR. There is a list of 10 Operations Management activities on p.12

#### NEW QUESTION # 98

Which of the following are performance objectives which can be applied to the Operations department at any organisation? Select THREE

- A. innovation
- B. flexibility
- C. dependability
- D. cost reduction
- E. quality

**Answer: B,C,E**

Explanation:

Dependability, quality and flexibility are universal performance criteria which can be applied to any organisation. This is taken from p.4 of the study guide where it talks about the 5 performance criteria set out by Slack and Brandon-Jones. The other two universal criteria are speed and cost. Cost reduction isn't universal- not every organisation will be concerned with reducing costs. The same with innovation- not every company needs to innovate. For example if you're a zip manufacturer who sells zips to the clothing industry- there is no need to innovate as your product will always be the same.

#### NEW QUESTION # 99

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