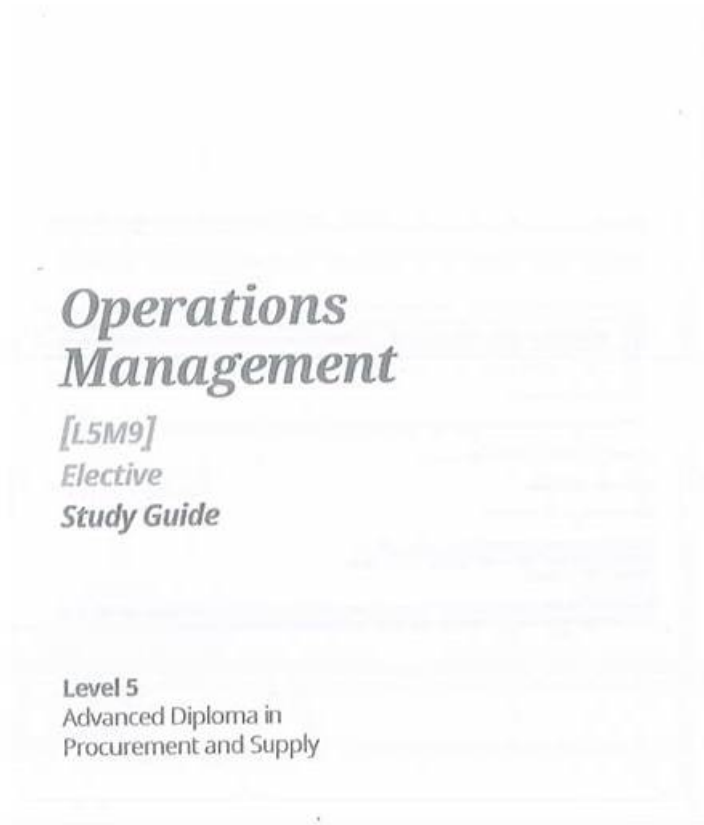


# L5M9対応内容 & L5M9試験復習



ちなみに、PassTest L5M9の一部をクラウドストレージからダウンロードできます：[https://drive.google.com/open?id=1XA\\_mEGcR0a\\_LbyiFGrlcmG8NJHbCoN6F](https://drive.google.com/open?id=1XA_mEGcR0a_LbyiFGrlcmG8NJHbCoN6F)

なんで悩んでいるのですか。CIPSのL5M9認定試験にどうやって合格するかということを心配していますか。確かに、L5M9認定試験に合格することは困難なことです。しかし、あまりにも心配する必要はありません。試験に準備するとき、適当な方法を利用する限り、楽に試験に合格することができないわけではないです。では、どんな方法が効果的な方法なのかかわかっていますか。PassTestのL5M9問題集を使用することが最善の方法の一つです。PassTestは今まで数え切れないIT認定試験の受験者を助けて、皆さんから高い評判をもらいました。この問題集はあなたの試験の一発合格を保証することができますから、安心して利用してください。

PassTestは専門的な、受験生の皆さんを対象とした最も先進的なCIPSのL5M9試験の認証資料を提供しているサイトです。PassTestを利用したら、CIPSのL5M9試験に合格するのを心配することはないです。

>> L5M9対応内容 <<

## L5M9試験復習、L5M9出題内容

社会でより良く生き残るためには、私たちの社会の要件を理解しなければなりません。理論的な知識に加えて、より実践的なスキルが必要です。L5M9実践ガイドを使用すると、認定資格を迅速に取得でき、競争力が大幅に向上します。もちろん、あなたの利益はL5M9証明書だけではありません。L5M9学習教材は、あなたの働き方とライフスタイルを変えます。他の人よりも効率的に作業できます。L5M9トレーニング資料は、このような大きな役割を果たすことができます。

## CIPS Operations Management 認定 L5M9 試験問題 (Q82-Q87):

### 質問 # 82

There are four manufacturing companies located on Seashell Industrial Estate. Each company creates a different product and employs a different maintenance approach to its operations. For each company, select the corresponding maintenance approach and the key operating process characteristic.

Company 1: This company creates craft beer and offers customers a tour of the brewery for a small charge. The brewing equipment is serviced monthly and the brewery is kept extremely clean. All equipment is labelled with the last service date.

Company 2: This company produces seasonal items such as Easter Eggs and Christmas Cake. The equipment has a control panel where lights will flash red advising staff to check oil levels and components. Staff can then report issues to the maintenance team if remedial work is required. Product demand fluctuates throughout the year.

Company 3: This equipment does not often break down and is only fixed when it is reported by staff as no longer working.

Company 3 creates toys, providing a large range of product sizes and colours based on different customer requirements.

Company 4: Parts of the machine are serviced quarterly but in general, the machine is left to run its course and is then replaced when it is no longer financially viable to fix. The company produces cereal and the operating process is focused on the quantity produced and therefore uses standardised processes.

Complete the table below by listing the maintenance approach and operating process characteristic for each company.

Each response should only be used once: preventative maintenance, run to breakdown maintenance, condition-based maintenance, mixed maintenance, volume, visibility, variation, variety

	Maintenance Approach	Operating Process Characteristic
Company 1	1	5
Company 2	2	6
Company 3	3	7
Company 4	4	8

Which of the following will you put into box 8?

- A. visibility
- B. variation
- C. variety
- **D. volume**

正解: D

解説:

The correct answers are as follows:

	Maintenance Approach P. 103 LO 2.2	Operating Process Characteristic P. 48 LO 1.3
Company 1	1 Preventative Maintenance There is monthly servicing	5 Visibility Customers can take a tour therefore equipment is very visible
Company 2	2 Condition-Based Maintenance Lights alert staff when there are issues	6 Variation There is demand fluctuation throughout the year
Company 3	3 Run to Breakdown Maintenance Machines are only fixed when they are not operating	7 Variety Lots of different products are created (different sizes and colours)
Company 4	4 Mixed Maintenance Strategy There is a mix of quarterly servicing and a run-to-breakdown approach	8 Volume The focus is on quantity

### 質問 # 83

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

正解: A

解説:

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.

#### 質問 # 84

What is the main purpose of Six-Sigma?

- A. eliminate variation
- B. customer satisfaction
- C. reduce waste
- D. to break even

正解: A

解説:

The primary purpose of six-sigma is to eliminate variation. It's a form of quality control used a lot in manufacturing. See p.136

#### 質問 # 85

Many companies choose locations for manufacturing facilities in low-cost countries. What is the benefit for a company of doing this?

- A. high environmental and ethical standards, low cost land
- B. close to customers, low cost land, readily available labour
- C. low cost land and facilities, access to government incentives
- D. far from customers, availability of raw materials

正解: C

解説:

2 is the correct answer- this is taken from p.54 'site selection'. Option 1 is incorrect because low-cost countries are not located close to customers- products have to be shipped internationally. Option 3 is incorrect as low-cost countries tend to have lower environmental and ethics standards. Option 4 is incorrect because being far from customers isn't a benefit.

#### 質問 # 86

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

正解: B

解説:

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.

#### 質問 # 87

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