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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 RATER methodology looks at the key dimensions to providing an effective service. Which of the following is not a dimension of this framework?

- A. assurance
- B. empathy
- C. responsiveness
- D. tangibles

**Answer: C**

Explanation:

Responsiveness is incorrect. The R in RATER stands for reliability. The full acronym is; reliability, assurance, tangibles, empathy, responsiveness. P.58

### NEW QUESTION # 95

Companies that have high-visibility processes require higher levels of customer management skills than companies with low-visibility processes. Is this TRUE?

- A. no- all companies require customer management skills
- B. yes- high visibility companies often have lower operating costs because of this
- C. no- low visibility companies must focus on increasing levels of customer service
- D. yes- high visibility companies often have higher operating costs because of this

**Answer: D**

Explanation:

Firstly, the sentence is true, so you can discount options 3 and 4. A high-visibility company is one where customers see the operating process. Examples include education- students sit in the classroom so see the teaching process, and the postal service, where customers receive notifications of when parcels will be delivered. Low-visibility means the customer doesn't see the operating process, so an example of this would be agriculture or manufacturing customers just see the end result. Where customers see the process, companies require higher levels of customer management skills. Between options 1 and 2, 1 is correct - this is a direct quote from p.50. Where you have high visibility, you will likely need to employ more staff, deal with customers on the phone/ in person and companies will probably have more complaints- all of which cost money.

### NEW QUESTION # 96

Little Joy Ltd is a large company with several functional departments. Below are details of four departments. For each, you must decide which functional area of the business the department is, as well as the SERVQUAL Gap that each Department Lead is concerned with.

Department 1: This department is concerned with the creation of products. The products are created in line with BS EN 716-1 and undergo vigorous tests before they leave the factory. Many customers are unaware of the additional costs of testing to BS EN 716-1 and complain about the price of this product line.

Department 2: Other departments of the business are internal customers of this functional area and approach the Department Lead when they require something to be bought. Often the internal customers have unrealistic expectations of the timescales involved in the process and the Department Lead spends a lot of time explaining lead times and logistics.

Department 3: This functional area creates the budgets for the company and emails these to the Department Leads at the beginning of every quarter. Due to the complexity of the documents, other functional areas of the business often don't understand the information provided.

Department 4: This area of the business is concerned with revenue, which has recently slumped. The Department Lead is conducting market surveys to find out the reason for this.

Complete the table below by listing the Functional Area of the business, and the corresponding SERVQUAL Gap. Each response should only be used once: procurement, finance, sales, production, satisfaction gap, delivery gap, standards gap, communication gap.

Which of the following will you put into box 6?

- A. delivery gap

- B. communication gap
- C. standards gap
- D. satisfaction gap

**Answer: A**

Explanation:

The correct answers are as follows:

□

#### NEW QUESTION # 97

Below are details of 4 local manufacturing companies. For each company you must decide what the main objective is for the organisation and what layout their manufacturing plant has. Company 1: This company creates large, delicate products which are hard to move. The main aim of the company is to stand out from competitors due to the superior level of materials used and by using the latest forms of technology to create the items.

Company 2: This company produces 72 different items and has designated zones within its premises for the creation of each item. The zones are organised based on the technology used and some products may be passed between different zones to be completed. The company creates many different items in response to changing customer demands, with many product lines only lasting a single season.

Company 3: Company 3 creates one product which flows along a single production line, with staff members adding to the product on four different occasions. The company must produce a high volume of this singular product in order to break even. Therefore, there is always a steady flow of items through the plant and it is important there is no stoppage in production.

Company 4: This company produces small batches of products, as and when they are ordered by customers. Due to uncertainty in demand, a high profit margin is added to the cost of each item. Teams in the factory are grouped into different areas depending on the technological process they are using.

Complete the table below by listing the objective criteria and plant layout for each company. Each response should only be used once: flexibility, speed, quality, cost, functional layout, cell layout, product layout, fixed-position layout

□ Which of the following will you put into box 1?

- A. flexibility
- B. cost
- C. speed
- D. quality

**Answer: D**

Explanation:

The correct answers are as follows:

□

#### NEW QUESTION # 98

Which of the following items created by an organisation are intangible? Select TWO

- A. A massage given at a Spa
- B. A cup of coffee from a restaurant
- C. A shirt bought at a retail outlet
- D. Legal Advice provided by a solicitor

**Answer: A,D**

Explanation:

Legal Advice and a massage are intangible. This means you can't physically hold or see the item. There is a lot in this module on the differences between services and goods- it's important to remember that goods are tangible and services are intangible. P.56

#### NEW QUESTION # 99

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Competition appear everywhere in modern society. There are many way to improve ourselves and learning methods of L5M9 exams come in different forms. Economy rejuvenation and social development carry out the blossom of technology; some L5M9

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- [illegible]