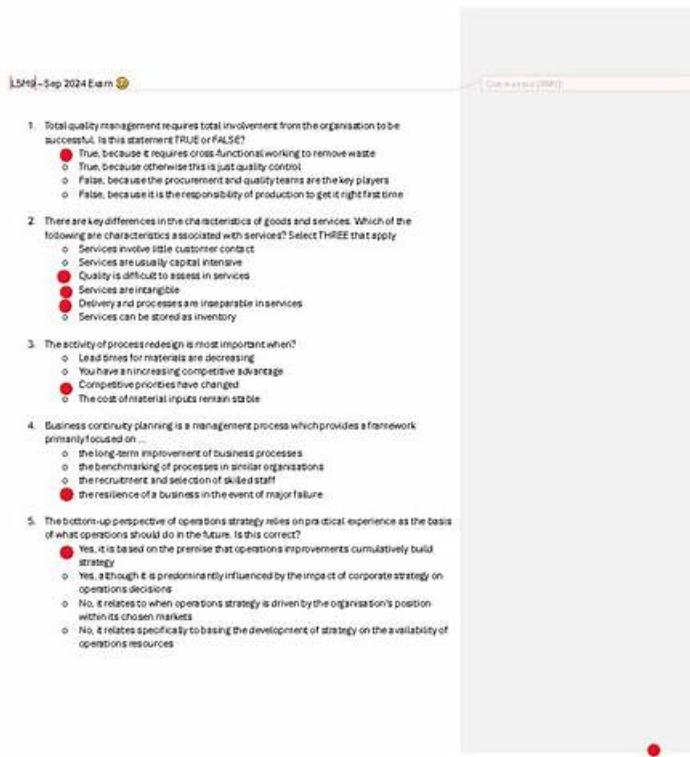


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path following a beaten track.

CIPS Operations Management Sample Questions (Q52-Q57):

NEW QUESTION # 52

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: C

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 # 53

What is the name given to a person in an organisation who is competent in the Six-Sigma approach?

- A. Master
- B. Black Belt
- C. Quality Circle Leader
- D. Project Owner

Answer: B

Explanation:

They're known as black belts (yes, like in martial arts). To gain a black belt in Six-Sigma you usually have to undergo a training course and have so many hours experience. See p.139.

NEW QUESTION # 54

Under what circumstances would an 'intermittent operations' process be the most suitable?

- A. where quality assurance must be carried out regularly
- B. many different items are produced in low quantities
- C. an organisation with low numbers of manufacturing staff
- D. in high value, high volume production

Answer: B

Explanation:

1 is the correct answer. Intermittent operations is when you have different products that require different product arrangements. For example when you produce several items in small batches and need to change the configuration of the machines regularly. A factory that makes boxes of chocolates will use intermittent operations as they'll produce 12 different types of chocolate to go into the boxes- they'll need to stop operations after each type is made, to then set up to make the next type. This is the opposite of continuous production, where you make one product continuously (e.g. tins of tomatoes). This is from p.13. Option 2 is incorrect as quality assurance wouldn't stop production. Option 3 is incorrect as you can have a few staff doing continuous operations. Option 4 is incorrect as a high volume would indicate this is continuous production rather than intermittent. See p.13.

NEW QUESTION # 55

Terrance is an Operations Director at a pharmaceutical company which produces vaccines. He has been made aware of a malfunctioning piece of equipment with a Mean Time between Failures rating of 2 days. What characteristic of the machinery is being measured?

- A. durability
- B. availability

- C. reliability
- D. cost

Answer: C

Explanation:

Mean Time between Failures is a measure of reliability- how long does the item last before it breaks down or stops working. P.94

NEW QUESTION # 56

According to Juran, there are several options to improve quality- these include which of the following? Select THREE

- A. remove
- B. renovate
- C. reallocate
- D. refine
- E. repair

Answer: B,D,E

Explanation:

repair, refine and renovate are part of Juran's quality improvement interventions (there are '4 Rs' - the last one is reinvent- p.122). The end of Chapter 2.3 talks about three different philosophies of TQM: Crosby, Juran and Deming. As far as I'm aware these don't come up often as questions, mainly because they're all so similar. You may get a question on this, and possibly on Deming's Plan-Do-Check-Act cycle (CIPS LOVE the Deming cycle for some reason) but don't stress too much about memorising all the philosophies word for word.

NEW QUESTION # 57

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