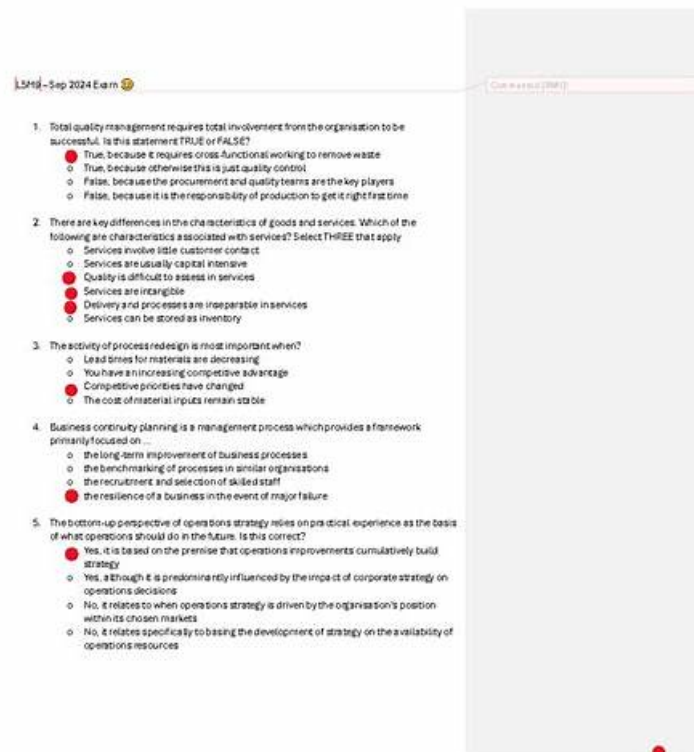


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## CIPS Operations Management Sample Questions (Q13-Q18):

### NEW QUESTION # 13

Spotted Elephant Ltd is a confectionary manufacturer whose operations department is headed by Brian. Brian is looking into Total Quality Management and ways of implementing this in the factory. He is considering the introduction of Total Productive Maintenance. What would this involve?

- A. servicing the machinery more frequently
- B. using a pull inventory system
- C. introducing quality assurance processes for the confectionary items produced
- D. business process re-engineering

**Answer: A**

Explanation:

2 is the correct answer. The Total Productive Maintenance approach is about ensuring machinery is always at full operating power. In order to do this, the machinery will need to be serviced more frequently. See p.109

### NEW QUESTION # 14

Total Quality Management is built on 8 founding principles. Which of the following do these include? Select THREE.

- A. process improvement
- B. employee involvement
- C. supply chain integration
- D. fact-based decision making
- E. bottom-up process design

**Answer: A,B,D**

Explanation:

The other 5 principles are; customer focus, system integration, communication and continuous improvement

### NEW QUESTION # 15

Inventory Management is an important focus of operations within the Construction Industry. Is this TRUE?

- A. yes- this is the most important aspect of managing a construction project
- B. no- inventory management is a key focus in the manufacturing industry only as raw materials are converted into outputs
- C. no- the construction industry does not require the storage of inventory
- D. yes- its important that materials are ordered to the correct timescale to ensure the project remains on track

**Answer: D**

Explanation:

Firstly the statement is true- inventory management is an important focus in Construction (p.64). Of options 1 and 2, 1 is correct. It is important materials (bricks, windows, electric cables etc) are delivered to site when they are needed and stored correctly to avoid damage. Option 2 is incorrect, although it is important, its not the MOST important aspect of construction.

### NEW QUESTION # 16

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

- A. yes- operations management is ensuring a company has the correct resources to create goods
- B. no- operations management is concerned with ensuring the organisation is profitable
- C. no - operations management can also be concerned with the creation of intangible goods
- D. yes- operations management ensures there are sufficient goods produced to meet customer demand

**Answer: C**

Explanation:

you can't touch or hold), also requires operations management. P.2

### NEW QUESTION # 17

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 8?

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

**Answer: C**

Explanation:

The correct answers are as follows:

□

### NEW QUESTION # 18

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