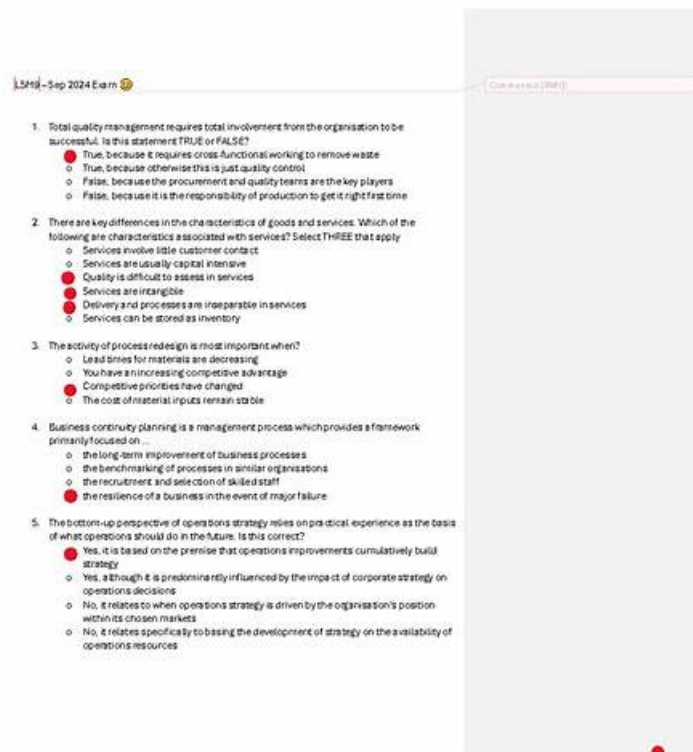


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## CIPS Operations Management Sample Questions (Q111-Q116):

### NEW QUESTION # 111

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 # 112

When quality is used as a foundation to build improvements in other areas such as dependability, what is this theory known as?

- A. sand cone theory
- B. brick-laying theory
- C. bridge theory
- D. wave theory

**Answer: A**

Explanation:

This is the Sand Cone Theory from p.84. The other options are not real. The Sand Cone theory is about building a strong base, and then building something up one bit at a time, i.e. once you've got quality you then add in dependability, then you add in cost etc.

### NEW QUESTION # 113

Doug's Doughnuts Ltd is a large manufacturer of doughnuts. They produce in excess of 100,000 doughnuts per day which are boxed and sent to supermarkets and other retail outlets for sale. Large pieces of machinery are used to make the doughnuts. Which form of maintenance would be the most appropriate to use at Doug's Doughnuts?

- A. reactive
- B. condition based
- C. run to breakdown
- D. preventative

**Answer: D**

Explanation:

Preventative maintenance should be used at Doug's Doughnuts. The machines should be serviced regularly to ensure they're working well. A break-down in machinery would stop production, and because Doug's Doughnuts produce so many items per day, this would cause a serious issue for the company. Run to breakdown means you don't repair anything until the item is completely broken. Condition-based maintenance is when maintenance is scheduled when it is required, usually to a schedule. Reactive is when maintenance is conducted when something breaks. See p.103.

### NEW QUESTION # 114

Below are details of five companies who operate a Total Quality Management System (TQM). For each company, select the system used and identify which area of the Balanced Scorecard this relates to.

Company 1: The focus of this company is to gather real-time data to assess the quality of products created during the manufacturing process. There are tight budgets and reworking any defects will affect the bottom line.

Company 2: This company is concerned about how their products are received. They have recently completed market research focused on their client's feelings. The objective is now to improve the product's look and performance to meet these expectations.

Company 3: The focus of this company is defining the customer requirements and translating this into a high-quality specification and effective operational process.

Company 4: Within this company there is a group of 6 employees who meet regularly with the objective of reducing issues that arise in the manufacturing of products.

Complete the table below by listing the TQM System used and the relevant Balanced Scorecard criteria for each company. Each response should only be used once: Quality Circle, Statistical Process Control, Kansei Engineering, Quality Function Deployment, Finance Criteria, Business Process Criteria, Learning and Growth Criteria, Customer Criteria.

Which of the following will you put into box 5?

- A. learning and growth criteria
- **B. finance criteria**
- C. customer criteria
- D. business process criteria

**Answer: B**

Explanation:

The correct answers are as follows:

### NEW QUESTION # 115

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

**Answer: B**

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 # 116

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