

# 100% Pass 2026 Exam L5M9 Tips - Realistic Latest Operations Management Version

## 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 (Q106-Q111):

### NEW QUESTION # 106

An 'Order Qualifying' Objective contributes to the success of a business in that it is a criteria that will guarantee a customer will purchase an item. Is this sentence TRUE?

- A. yes- these objectives always guarantee a sale
- B. no- this means a customer will buy from the organisation, but not this particular product
- C. yes- this means the product is superior to that of competitors
- D. no- order qualifying is the process of accepting an order from a client, which may be rejected by the organisation

**Answer: B**

Explanation:

3 is correct- the sentence is false. 'Order Qualifying' is 'not a major factor in determining business success but plays a role in determining whether a customer will consider buying from the business or not'. This is a direct quote from p.43. 'Order Winners' is something that will guarantee a customer buys that product.

### NEW QUESTION # 107

In which industry would scheduling, health and safety and quality control be key focuses of operations processes?

- A. agriculture
- B. construction
- C. retail
- D. finance

**Answer: B**

Explanation:

The correct response is Construction. Out of those listed, it is the one most concerned with Health and Safety. This is from p.64

### NEW QUESTION # 108

Which of the following situations would use a fixed-position layout?

- A. vehicle assembly
- B. supermarket
- C. buffet style restaurant
- D. ship construction

**Answer: D**

Explanation:

Ship construction would use a fixed-position layout. This is when you're making something that is too big/ heavy to pass through a traditional factory / conveyor belt set up. So rather than the item passing to different teams/ departments, each team/ department comes to the item when it is their time to work on it. In the other examples the item (vehicle, food in the supermarket or buffet) the products get moved around- the ship is the only item that remains where it is. This question is based on the 4 types of Plant Layout on p.17. This could form part of a drag and drop question too.

### NEW QUESTION # 109

In the Balanced Scorecard approach to measuring performance measures, which of the following is considered a 'hard parameter'?

- A. business processes
- B. customer
- C. learning and growth
- D. financial

**Answer: D**

Explanation:

Finance is the 'hard' parameter, and the other three are soft p.79. If you've not come across the Balanced Scorecard before this is one that's worth learning as it comes up in other modules at Level 5. I particularly like this YouTube video which explains the concept extremely well: <https://www.youtube.com/watch?v=IGJ-25hikHA>

### NEW QUESTION # 110

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 1?

- A. kansei engineering
- B. quality function deployment
- C. statistical process control
- D. quality circle

**Answer: C**

Explanation:

The correct answers are as follows:

### NEW QUESTION # 111

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