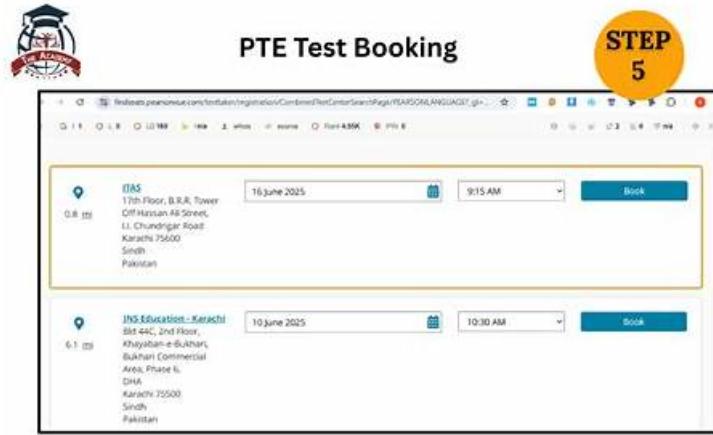


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### CIPS Operations Management Sample Questions (Q34-Q39):

#### NEW QUESTION # 34

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

**Answer: A**

Explanation:

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

### NEW QUESTION # 35

The Balanced Scorecard is a performance management approach which looks at measuring four areas of a business. Of those listed below, which is not an area traditionally measured within the Scorecard?

- A. environment
- B. finance
- C. customer
- D. business processes

**Answer: A**

Explanation:

Environment is not traditionally measured- the other missing criteria is learning and development. This is an approach developed by Kaplan and Norton and there's often at least one question in the exam on this. I recommend learning this as it does also come up in other modules at Level 5 too. For a rounded view of the Balanced Scorecard framework check out this YouTube video: <https://www.youtube.com/watch?v=IGJ-25hikHA>

### NEW QUESTION # 36

There are 5 foundational aspects of Total Productive Maintenance. Which of the following do these include? Select THREE

- A. shining
- B. selecting
- C. sorting
- D. selling
- E. sustaining

**Answer: A,C,E**

Explanation:

The 5S Model is always to do with cleaning and organising. Therefore the correct answers are sorting, sustaining and shining. You may have seen this in other modules and the words might be slightly different, for example sweeping sometimes comes up instead of shining. The reason for the changes is that these are translations from Japanese, and depending on who translated it, the list is sometimes different. They always make the words begin with S though. See p.110

### NEW QUESTION # 37

A fast-food restaurant provides a drink machine for customers to use, which allows the customer to select the drink that they wish by putting their cup under the machine and pushing a button. The machine will first drop ice into the cup, but this button will not work unless the cup is placed on an X. What is this an example of?

- A. preventative maintenance
- B. fail safing
- C. run to breakdown
- D. redundancy

**Answer: B**

Explanation:

This is fail safing. Fail safing is a design feature that prevents a failure. In this case, it prevents ice being dropped on the floor if there is no cup there. There are some good examples of this on p.102

### NEW QUESTION # 38

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 3?

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

**Answer: B**

Explanation:

The correct answers are as follows:

□

#### NEW QUESTION # 39

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