

L5M9 Hot Spot Questions - L5M9 Interactive EBook



CIPS Level 5 – Advanced Diploma in Procurement and Supply

Operations Management [L5M9]

Sample Exam Questions (Objective Response)

The correct answer will be listed below each question

L5M9 Sample Questions April 2020

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CIPS Operations Management Sample Questions (Q27-Q32):

NEW QUESTION # 27

Khaled has recently been hired as an Operations Manager at a company providing consultancy services. This is his first role in the service industry, previously he has worked at companies providing goods. He understands that services are intangible and therefore there is a difference in how Operations may be managed. Which of the following sentences about services are true? Select THREE

- A. there is no variability in services
- B. there is a transfer of ownership when purchasing a service
- C. production and consumption occur simultaneously
- D. services cannot be stored, unlike goods
- E. it is not possible to return a service

Answer: C,D,E

Explanation:

The correct sentences are 2, 3 and 5. This is from the table comparing services and goods on p.47. Note that you can ask for a refund if you're unhappy with a service, but you can't physically return the service you've received. Option 1 is incorrect- there is no transfer of ownership with services (there is with goods). Option 4 is incorrect as every service is different- there is a high level of variability in delivery.

NEW QUESTION # 28

A manufacturing company makes taps which they advertise with a guarantee of durability for 10 years. At which point in time would you expect most defects to be found?

- A. between 1-2 years
- B. between 2-5 years
- C. between 5-6 years
- D. Within the first year

Answer: D

Explanation:

The correct answer is within the first year. Failure rates is depicted as a 'bathtub' curve- most defects are found right at the beginning of an item's lifespan, and right at the end. This is why option 1 is correct. See p.94 for more details.

NEW QUESTION # 29

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. responsiveness
- C. tangibles
- D. empathy

Answer: B

Explanation:

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

NEW QUESTION # 30

Bilal is an Operations Manager at an apple pie manufacturer and is currently undertaking an Aggregate Capacity Analysis.

What is the purpose of this?

- A. It will give Bilal an overall evaluation of the company's ability to meet demand fluctuations
- B. It will help Bilal decide if he needs to hire more workers in the short term to ensure the factory produces enough apple pies to meet demand
- C. It will help Bilal assess if he is working within the allocated budget
- D. It will tell Bilal if he has the correct number of apples he needs to produce the desired number of apple pies

Answer: A

Explanation:

Aggregate Capacity Analysis looks at medium-term capacity to see whether supply can match demand. This is from p.23.

Aggregate means 'from a group or cluster' and therefore requires quite a few bits of data. For this reason option 1 is incorrect as this describes a very short term look at capacity analysis.

NEW QUESTION # 31

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 2?

- A. finance
- B. procurement
- C. sales
- D. production

Answer: B

Explanation:

The correct answers are as follows:

NEW QUESTION # 32

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