

Questions L5M9 Pdf - Reliable L5M9 Test Braindumps

1. L5M9 – Sep 2024 Exam ☺

1. Total quality management requires total involvement from the organisation to be successful. Is this statement TRUE or FALSE?
 - a. True, because it requires cross-functional working to remove waste
 - b. True, because otherwise this is just quality control
 - c. False, because the procurement and quality teams are the key players
 - d. False, because it is the responsibility of production to get it right first time

ANS: B

2. There are key differences in the characteristics of goods and services. Which of the following are characteristics associated with services? Select THREE that apply
 - a. Services involve little customer contact
 - b. Services are usually capital intensive
 - c. Quality is difficult to assess in services
 - d. Services are intangible
 - e. Delivery and processes are inseparable in services
 - f. Services can be stored as inventory

ANS: C,D,E

3. The activity of process redesign is most important when?
 - a. Lead times for materials are decreasing
 - b. You have an increasing competitive advantage
 - c. Competitive priorities have changed
 - d. The cost of material inputs remain stable

Ans: C

4. Business continuity planning is a management process which provides a framework primarily focused on
 - a. the long-term improvement of business processes
 - b. the benchmarking of processes in similar organisations
 - c. the recruitment and selection of skilled staff
 - d. the resilience of a business in the event of major failure

Ans: D

5. The bottom-up perspective of operations strategy relies on practical experience as the basis of what operations should do in the future. Is this correct?
 - a. Yes, it is based on the premise that operations improvements cumulatively build strategy

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CIPS Operations Management Sample Questions (Q54-Q59):

NEW QUESTION # 54

Many companies choose locations for manufacturing facilities in low-cost countries. What is the benefit for a company of doing this?

- A. far from customers, availability of raw materials
- B. close to customers, low cost land, readily available labour
- **C. low cost land and facilities, access to government incentives**
- D. high environmental and ethical standards, low cost land

Answer: C

Explanation:

2 is the correct answer- this is taken from p.54 'site selection'. Option 1 is incorrect because low-cost countries are not located close to customers- products have to be shipped internationally. Option 3 is incorrect as low-cost countries tend to have lower environmental and ethics standards. Option 4 is incorrect because being far from customers isn't a benefit.

NEW QUESTION # 55

There are four manufacturing companies located on Seashell Industrial Estate. Each company creates a different product and employs a different maintenance approach to its operations. For each company, select the corresponding maintenance approach and the key operating process characteristic.

Company 1: This company creates craft beer and offers customers a tour of the brewery for a small charge. The brewing equipment is serviced monthly and the brewery is kept extremely clean. All equipment is labelled with the last service date.

Company 2: This company produces seasonal items such as Easter Eggs and Christmas Cake. The equipment has a control panel where lights will flash red advising staff to check oil levels and components. Staff can then report issues to the maintenance team if remedial work is required. Product demand fluctuates throughout the year.

Company 3: This equipment does not often break down and is only fixed when it is reported by staff as no longer working.

Company 3 creates toys, providing a large range of product sizes and colours based on different customer requirements.

Company 4: Parts of the machine are serviced quarterly but in general, the machine is left to run its course and is then replaced when it is no longer financially viable to fix. The company produces cereal and the operating process is focused on the quantity produced and therefore uses standardised processes.

Complete the table below by listing the maintenance approach and operating process characteristic for each company. Each response should only be used once: preventative maintenance, run to breakdown maintenance, condition-based maintenance, mixed maintenance, volume, visibility, variation, variety

Which of the following will you put into box 3?

- A. condition-based maintenance
- B. mixed maintenance
- **C. run-to-breakdown maintenance**
- D. preventative maintenance

Answer: C

Explanation:

The correct answers are as follows:

NEW QUESTION # 56

There are four manufacturing companies located on Seashell Industrial Estate. Each company creates a different product and employs a different maintenance approach to its operations. For each company, select the corresponding maintenance approach and the key operating process characteristic.

Company 1: This company creates craft beer and offers customers a tour of the brewery for a small charge. The brewing equipment is serviced monthly and the brewery is kept extremely clean. All equipment is labelled with the last service date.

Company 2: This company produces seasonal items such as Easter Eggs and Christmas Cake. The equipment has a control panel where lights will flash red advising staff to check oil levels and components. Staff can then report issues to the maintenance team if remedial work is required. Product demand fluctuates throughout the year.

Company 3: This equipment does not often break down and is only fixed when it is reported by staff as no longer working.

Company 3 creates toys, providing a large range of product sizes and colours based on different customer requirements.

Company 4: Parts of the machine are serviced quarterly but in general, the machine is left to run its course and is then replaced when it is no longer financially viable to fix. The company produces cereal and the operating process is focused on the quantity produced and therefore uses standardised processes.

Complete the table below by listing the maintenance approach and operating process characteristic for each company. Each response should only be used once: preventative maintenance, run to breakdown maintenance, condition-based maintenance, mixed maintenance, volume, visibility, variation, variety

□ Which of the following will you put into box 1?

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

Answer: D

Explanation:

The correct answers are as follows:

NEW QUESTION # 57

Which of the following items created by an organisation are intangible? Select TWO

- A. A cup of coffee from a restaurant
- B. Legal Advice provided by a solicitor
- C. A shirt bought at a retail outlet
- D. A massage given at a Spa

Answer: B,D

Explanation:

Legal Advice and a massage are intangible. This means you can't physically hold or see the item. There is a lot in this module on the differences between services and goods- it's important to remember that goods are tangible and services are intangible. P.56

NEW QUESTION # 58

Dillan is an Operations Manager at Fancy Foods Ltd which is looking to expand the business into a new geographic area. Dillan is doing some research into three potential locations for a new manufacturing and warehouse facility. Which of the following would be primary considerations for Dillan? Select TWO

- A. utilities services available
- B. room for expansion
- C. flow of traffic in the surrounding area
- D. potential business growth in the area
- E. the availability of labour

Answer: A,E

Explanation:

The primary considerations are: 1. the availability of labour (this is because you don't want to build a manufacturing facility in a place that's hard for workers to get to) and 5 the utilities services available (you don't want to build a manufacturing facility if you're going to have trouble linking the site up to water and electricity). The other options listed would come under 'secondary considerations'. There's a table of these on p.16

NEW QUESTION # 59

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