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first attempt.

CIPS Operations Management Sample Questions (Q55-Q60):

NEW QUESTION # 55

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

Answer: B,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 # 56

George has recently been hired as the new Operations Manager at a cake factory. He has 10 years; experience but his most recent employment was as an Operations Manager in an accountancy firm. George believes that the skills and responsibilities of an Operations Manager is the same regardless of the organisation he works for. Which of the following would be one of these responsibilities? Select TWO

- A. create competitive advantage
- B. increase profit
- C. manage a team
- D. keep customers happy

Answer: A,D

Explanation:

The correct answer is keep customers happy and create competitive advantage. This is from p.4 of the study guide. The key in this question is that you're looking for a universal responsibility for an Operations Manager- something that doesn't depend on the organisation. For this reason increase profits and managing a team are incorrect. Not every Ops Manager will be tasked to increase profits and not every Ops Manager will have direct line management responsibilities. The study guide states 'their key role is to guarantee that available resources are efficiently used in order to create competitive advantage for the organisation and keep customers satisfied'.

NEW QUESTION # 57

What is the end purpose of introducing a Total Quality Management process to the operations department of an organisation?

- A. increasing market share
- B. reducing costs
- C. zero defects
- D. customer satisfaction

Answer: D

Explanation:

The overarching goal of TQM is customer satisfaction. This is from p.105. There are a lot of questions in the exam on TQM so do revise this section

NEW QUESTION # 58

A lorry used for transporting goods between warehouses has a light that flashes up on the dashboard when engine oil needs to be replaced soon. This is an example of what form of maintenance?

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

Answer: B

Explanation:

This is an example of condition-based maintenance. This is when, prior to failure, the user is alerted to a potential problem and given time to fix it before it happens. Preventative maintenance is proactively checking regularly, so in this scenario it would be the driver checking the oil level manually before each journey. Reactive maintenance would be changing the oil when it needs changing (not beforehand). Run to breakdown would be driving the vehicle until it doesn't go any more then replacing the vehicle. See p.103.

NEW QUESTION # 59

Which of the following is not a key stakeholder in the implementation of Six-Sigma?

- A. employees
- **B. suppliers**
- C. processes
- D. customers

Answer: B

Explanation:

Suppliers are not a stakeholder for Six Sigma- the other three are- this is from p.136

NEW QUESTION # 60

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