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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 (Q36-Q41):

NEW QUESTION # 36

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

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 # 37

Spotted Elephant Ltd is a confectionary manufacturer whose operations department is headed by Brian. Brian is looking into Total Quality Management and ways of implementing this in the factory. He is considering the introduction of Total Productive Maintenance. What would this involve?

- A. using a pull inventory system
- B. business process re-engineering
- C. introducing quality assurance processes for the confectionary items produced
- D. servicing the machinery more frequently

Answer: D

Explanation:

2 is the correct answer. The Total Productive Maintenance approach is about ensuring machinery is always at full operating power. In order to do this, the machinery will need to be serviced more frequently. See p.109

NEW QUESTION # 38

Sunshine Ltd is a global manufacturer of confectionary with sales of products in over 30 different countries bringing in a revenue of over £5m. Due to different cultures and tastes, they produce similar products for each country market, but tweak the recipe slightly for each customer base. Which type of manufacturing process is used at Sunshine Ltd?

- A. mass customisation
- B. make to order
- C. customisation
- D. mass production

Answer: A

Explanation:

This is mass customisation as the items are produced both in large quantities and are customised for different client bases. See p.53 for more information on different production methods

NEW QUESTION # 39

Which of the following is a computer-based programme which determines the amounts of inputs required into a process?

- A. MRP
- B. Work Scheduling
- C. Kaizen

- D. Just in Time

Answer: A

Explanation:

This is MRP. You will likely remember this from Level 4- it comes up again here but there's nothing new that you won't have seen before. P.55

NEW QUESTION # 40

In which stage of development does the operations department contribute competitive advantage to an organisation?

- A. externally supportive
- B. externally neutral
- C. internally supportive
- D. internally neutral

Answer: A

Explanation:

Externally supportive is the final stage of the Hayes and Wheelwright Operations Contribution Model. At this stage Operations is proactive, and has high levels of innovation and adaption. See p.31

NEW QUESTION # 41

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