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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 (Q49-Q54):

### NEW QUESTION # 49

Operations Management is concerned with the management of resources in the production of tangible goods. Is this TRUE?

- A. no- operations management is concerned with ensuring the organisation is profitable
- B. yes- operations management is ensuring a company has the correct resources to create goods
- C. yes- operations management ensures there are sufficient goods produced to meet customer demand
- D. no - operations management can also be concerned with the creation of intangible goods

**Answer: D**

Explanation:

you can't touch or hold), also requires operations management. P.2

### NEW QUESTION # 50

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 8?

- A. communication gap
- B. delivery gap
- C. standards gap
- D. satisfaction gap

**Answer: D**

Explanation:

The correct answers are as follows:

### NEW QUESTION # 51

Which of the following situations would use a fixed-position layout?

- A. vehicle assembly
- B. ship construction
- C. buffet style restaurant
- D. supermarket

**Answer: B**

Explanation:

Ship construction would use a fixed-position layout. This is when you're making something that is too big/ heavy to pass through a traditional factory / conveyor belt set up. So rather than the item passing to different teams/ departments, each team/ department comes to the item when it is their time to work on it. In the other examples the item (vehicle, food in the supermarket or buffet) the

products get moved around- the ship is the only item that remains where it is. This question is based on the 4 types of Plant Layout on p.17. This could form part of a drag and drop question too.

#### NEW QUESTION # 52

Which of the following are operations management activities? Select THREE

- A. capacity planning
- B. materials management
- C. process selection
- D. job design
- E. development of new products

**Answer: A,B,C**

Explanation:

1 2 and 4 are correct. Development of New Products would be the activity of the R&D department, and job design the activity of HR. There is a list of 10 Operations Management activities on p.12

#### NEW QUESTION # 53

In which industry would scheduling, health and safety and quality control be key focuses of operations processes?

- A. construction
- B. finance
- C. retail
- D. agriculture

**Answer: A**

Explanation:

The correct response is Construction. Out of those listed, it is the one most concerned with Health and Safety. This is from p.64

#### NEW QUESTION # 54

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