

# L5M9 Valid Exam Cost & L5M9 Valid Test Question

## 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 (Q88-Q93):

### NEW QUESTION # 88

Building redundancy into operational procedures increases what for an organisation? Select TWO

- A. customer satisfaction
- B. reliability
- C. risk
- D. costs

**Answer: B,D**

Explanation:

the correct answers are costs and reliability. 'Building in redundancy' means having a backup for if something goes wrong. An example is in a hospital where there is a main electricity server, but if this breaks, there is a backup generator which can power the building. In IT, you may have a back-up hard-drive for if you lose your data. Having a backup will incur additional costs, but it also improves reliability. P.101

### NEW QUESTION # 89

In the Balanced Scorecard approach to measuring performance measures, which of the following is considered a 'hard parameter'?

- A. financial
- B. customer
- C. learning and growth
- D. business processes

**Answer: A**

Explanation:

Finance is the 'hard' parameter, and the other three are soft p.79. If you've not come across the Balanced Scorecard before this is one that's worth learning as it comes up in other modules at Level 5. I particularly like this YouTube video which explains the concept extremely well: <https://www.youtube.com/watch?v=IGJ-25hikHA>

### NEW QUESTION # 90

Which of the following is a benefit to a company of introducing TQM?

- A. benchmarking is made easier
- B. increased customer loyalty
- C. improved supplier relations
- D. higher profit margins

**Answer: B**

Explanation:

Increased customer loyalty is a benefit of TQM (p.107). This is because the focus of TQM is customer satisfaction and this in turn will lead to customer loyalty.

### NEW QUESTION # 91

How can a company measure the dependability of an item it produces? Select TWO

- A. how quickly complaints are resolved
- B. documentation is accurate
- C. variety of colours offered
- D. gross profit margin
- E. number of injuries caused by the product

**Answer: B,E**

Explanation:

1 and 5 are characteristics of dependability (p.76). 2 is about speed, 3 is about flexibility and 4 is about cost.

### NEW QUESTION # 92

What is the main purpose of Six-Sigma?

- A. to break even
- B. customer satisfaction
- C. reduce waste
- D. eliminate variation

**Answer: D**

Explanation:

The primary purpose of six-sigma is to eliminate variation. It's a form of quality control used a lot in manufacturing. See p.136

### NEW QUESTION # 93

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