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## CIPS Operations Management Sample Questions (Q39-Q44):

### NEW QUESTION # 39

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

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

**Answer: C,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 # 40

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 2?

- A. procurement
- B. production
- C. finance
- D. sales

**Answer: A**

Explanation:

The correct answers are as follows:

### NEW QUESTION # 41

What is the purpose of a quality circle?

- A. to resolve problems in the workplace
- B. to mitigate risks to the organisation

- C. to increase turnover
- D. to reduce the number of defects

**Answer: A**

Explanation:

A Quality Circle is a small group of employees who meet regularly to resolve problems in the workplace. This is from p.111

#### NEW QUESTION # 42

In order to keep processing costs down, which of the following should a company opt for in terms of operating processes?

- A. high variation, low visibility
- B. low variation, high visibility
- C. high volume, low variety
- D. low volume, high variety

**Answer: C**

Explanation:

2 is the correct response. This is the only response where both characteristics given keeps costs down. High volume means a lower unit cost and higher profits. Low variety keeps costs down as you don't need to produce many different products. In the other three options high variety, high variation and high visibility all lead to increased costs. P. 50

#### NEW QUESTION # 43

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

**Answer: D**

Explanation:

The correct answers are as follows:

#### NEW QUESTION # 44

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