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CIPS Operations Management Sample Questions (Q70-Q75):

NEW QUESTION # 70

Companies that have high-visibility processes require higher levels of customer management skills than companies with low-visibility processes. Is this TRUE?

- A. yes- high visibility companies often have higher operating costs because of this
- B. no- low visibility companies must focus on increasing levels of customer service
- C. no- all companies require customer management skills
- D. yes- high visibility companies often have lower operating costs because of this

Answer: A

Explanation:

Firstly, the sentence is true, so you can discount options 3 and 4. A high-visibility company is one where customers see the operating process. Examples include education- students sit in the classroom so see the teaching process, and the postal service, where customers receive notifications of when parcels will be delivered. Low-visibility means the customer doesn't see the operating process, so an example of this would be agriculture or manufacturing customers just see the end result. Where customers see the process, companies require higher levels of customer management skills. Between options 1 and 2, 1 is correct - this is a direct quote from p.50. Where you have high visibility, you will likely need to employ more staff, deal with customers on the phone/ in person and companies will probably have more complaints- all of which cost money.

NEW QUESTION # 71

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

Answer: A

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 # 72

According to the Taguchi Loss Function there are two types of costs incurred when there is an issue with quality. What are these?

- A. social costs and environmental costs
- B. private costs and social costs
- C. private costs and public costs
- D. financial costs and reputational costs

Answer: B

Explanation:

The correct answer is private costs and social costs. Private costs include internal costs to the business (such as downtime, loss of staff/ money etc) and social costs affect the community and environment. P.133

NEW QUESTION # 73

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

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

Answer: C

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 # 74

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 3?

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

Answer: B

Explanation:

The correct answers are as follows:

NEW QUESTION # 75

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