

**IS THE STATEMENT TRUE OR FALSE**

Operations management is the set of activities that creates value in the form of goods and services by transforming inputs into outputs.

True

False

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**True**

False

IS THE STATEMENT TRUE OR FALSE

Customer interaction is often high for manufacturing processes, but low for services.

TRUE

False

Customer interaction is often high for manufacturing processes, but low for services.

TRUE

**False**

**IS THE STATEMENT TRUE OR FALSE**

Henry Ford is known as the Father of Scientific Management.

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**CHOOSE THE CORRECT ANSWER**

An operations task performed at Hard Rock Café is:

- A) borrowing funds to build a new restaurant.
- B) advertising changes in the restaurant menu.
- C) calculating restaurant profit and loss.
- D) preparing employee schedules.
- E) all of the above.

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- E) all of the above.

**CHOOSE THE CORRECT ANSWER**

Operations management is applicable:

- A) mostly to the service sector.
- B) to services exclusively.
- C) mostly to the manufacturing sector.
- D) to all firms, whether manufacturing or service.
- E) to the manufacturing sector exclusively.

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C) mostly to the manufacturing sector.

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## COMPLETE THE SENTENCE

\_\_\_\_\_ is the set of activities that creates value in the form of goods and services by transforming inputs into outputs.

Answer:

\_\_\_\_\_ is the set of activities that creates value in the form of goods and services by transforming inputs into outputs.

Answer: **Operations management**

DEFINE OPERATIONS MANAGEMENT. WILL YOUR  
DEFINITION ACCOMMODATE BOTH MANUFACTURING  
AND SERVICE OPERATIONS?

**Answer: Operations management can be defined as the management of all activities directly related to the creation of goods and/or services through the transformation of inputs into outputs.**

**Yes.**



**CHOOSE THE CORRECT ANSWER**

Which of the following are the primary functions of all organizations?

- A) production/operations, marketing, and human resources
- B) marketing, human resources, and finance/accounting
- C) sales, quality control, and production/operations
- D) marketing, production/operations, and finance/accounting
- E) research and development, finance/accounting, and purchasing

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B) marketing, human resources, and finance/accounting

C) sales, quality control, and production/operations

**D) marketing, production/operations, and finance/accounting**

E) research and development, finance/accounting, and purchasing

**COMPLETE THE SENTENCE**

Marketing, production/operations, and \_\_\_\_\_ are the three functions that all organizations must perform to create goods and services.

Answer:

Marketing, production/operations, and \_\_\_\_\_ are the three functions that all organizations must perform to create goods and services.

Answer: **finance/accounting**

IS THE STATEMENT TRUE OR FALSE

One reason to study operations management is to learn how people organize themselves for productive enterprise.

TRUE

FALSE

One reason to study operations management is to learn how people organize themselves for productive enterprise.

**TRUE**

**FALSE**

**CHOOSE THE CORRECT ANSWER**

Reasons to study operations management include:

- A) studying how people organize themselves for productive enterprise.
- B) knowing how goods and services are consumed.
- C) understanding what human resource managers do.
- D) learning about a costly part of the enterprise.
- E) A and D

Reasons to study operations management include:

A) studying how people organize themselves for productive enterprise.

B) knowing how goods and services are consumed.

C) understanding what human resource managers do.

D) learning about a costly part of the enterprise.

**E) A and D**



**CHOOSE THE CORRECT ANSWER**

Reasons to study operations management include learning about:

- A) how people organize themselves for productive enterprise.
- B) how goods and services are produced.
- C) what operations managers do.
- D) a costly part of the enterprise.
- E) all of the above.

Reasons to study operations management include learning about:

A) how people organize themselves for productive enterprise.

B) how goods and services are produced.

C) what operations managers do.

D) a costly part of the enterprise.

**E) all of the above.**

**CHOOSE THE CORRECT ANSWER**

An operations manager is NOT likely to be involved in:

- A) the design of goods and services to satisfy customers' wants and needs.
- B) the quality of goods and services to satisfy customers' wants and needs.
- C) the identification of customers' wants and needs.
- D) work scheduling to meet the due dates promised to customers.
- E) maintenance schedules.

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**C) the identification of customers' wants and needs.**

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IS THE STATEMENT TRUE OR FALSE

Manufacturing now constitutes the largest economic sector in postindustrial societies.

TRUE

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TRUE

**FALSE**

**CHOOSE THE CORRECT ANSWER**

The "Father of Scientific Management" is:

- A) Henry Ford.
- B) Frederick W. Taylor.
- C) W. Edwards Deming.
- D) Frank Gilbreth.

The "Father of Scientific Management" is:

A) Henry Ford.

**B) Frederick W. Taylor.**

C) W. Edwards Deming.

D) Frank Gilbreth.



IS THE STATEMENT TRUE OR FALSE

Although the *number* of people employed in manufacturing in the United States has decreased since 1950, each person is now producing more (almost 20 times) than in 1950.

TRUE

FALSE

Although the *number* of people employed in manufacturing in the United States has decreased since 1950, each person is now producing more (almost 20 times) than in 1950.

**TRUE**

FALSE

**CHOOSE THE CORRECT ANSWER**

Which is NOT true regarding differences between goods and services?

- A) Tangible goods are generally produced and consumed simultaneously; services are not.
- B) Most goods are common to many customers; services are often unique to the final customer.
- C) Services tend to have a more inconsistent product definition than goods.
- D) Services tend to have higher customer interaction than goods.
- E) None, i.e., all of the above are true.

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**CHOOSE THE CORRECT ANSWER**

Which is NOT true regarding differences between goods and services?

- A) Services are generally produced and consumed simultaneously; tangible goods are not.
- B) Services tend to be more knowledge-based than goods.
- C) Services tend to have a more inconsistent product definition than goods.
- D) Goods tend to have higher customer interaction than services.
- E) Reselling is unusual in services; goods often have some residual value.

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- E) Reselling is unusual in services; goods often have some residual value.

**CHOOSE THE CORRECT ANSWER**

Which of the following services is LEAST likely to be unique, i.e., customized to a particular individual's needs?

- A) dental care
- B) hairdressing
- C) legal services
- D) elementary education
- E) computer consulting

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E) computer consulting



**CHOOSE THE CORRECT ANSWER**

Which of the following is NOT a typical service attribute(characteristic)?

A) intangible product

B) easy to store

C) customer interaction is high

D) simultaneous production and consumption

E) difficult to resell

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**CHOOSE THE CORRECT ANSWER**

Which of the following attributes is most typical of a service?

- A) production and consumption occur simultaneously
- B) tangible
- C) mass production
- D) consistency
- E) easy to automate

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**CHOOSE THE CORRECT ANSWER**

Which of the following is a similarity between goods and services?

- A) mass production
- B) consistency
- C) automation
- D) Both have quality standards.
- E) Both can usually be kept in inventory.

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