**COM - MCQ**

1. The term\_\_\_\_\_\_\_\_\_\_\_\_\_ broadly describes the set of all activities associated with the

production of goods and services.

a) Management

b) Operations

c) Procurement

d) Strategy

2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_ is defined as doing things right.

a) Effectiveness

b) Maximization

c) Efficiency

d) Accuracy

1. Which is the tool that is used to scan the external environment and properly assess the internal competencies of an organization?

a) PESTLE Analysis

b) Porter’s Five Force Model

c) SWOT Analysis

d) Triple bottom line

4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ involves determining the organization’s overall goals.

a) Marketing Strategy

b) Operation Strategy

c) Business Strategy

d)Corporate Strategy

5. A \_\_\_\_\_\_\_\_\_\_\_ is a series of events or activities intended to produce a certain result for a customer, such as a physical product (hamburger).

a) Supply chain

b) Process

c) Service

d) Management

6. \_\_\_\_\_\_\_\_\_\_\_\_\_\_ is made up of activities which add value to the products or services it provides.

a) Supply chain

b) Logistics

c) Operations process

d) Marketing and sales

1. Say True or False

Manufacturing often provides services. Services often provides tangible goods.

1. TRUE
2. FALSE
3. \_\_\_\_\_\_\_\_ design is unique in that the facility and entire process concept are being designed
4. Product
5. Process
6. Service
7. Facility
8. Producing a variety of products in lower volumes, where the resources are grouped by function.

a. Intermittent Operations

b. Repetitive Operations

c. Continuous Operations

d. Discrete Operations

1. An example of pure services is

a. Office

b. Bank

c. Warehouse

d. Hospital

1. Operations Strategy supports

a. Business

b. Business Strategy

c. Operations Function

d. Competitive Advantage

1. Competitive Priorities are Cost, Quality, Time and Flexibility. (True / False).
2. Quality is often

a. Subjective

b. Objective

c. Quantitative

d. Qualitative

1. Ability to ramp production up and down to match market demands is \_\_\_\_\_\_

a. Volume Flexibility

b. Product Flexibility

c. Process Flexibility

d. Service Flexibility

1. Technology should support competitive priorities. (TRUE / FALSE)
2. Technology has \_\_\_\_\_\_ and \_\_\_\_\_ potentials.

a. Positive, Negative

b. Present, Future

c. Past, Present

d. Cost, Response

1. Productivity is a measure of how \_\_\_\_\_\_ inputs are converted to outputs.

a. Effectively

b. Efficiently

c. Transformative

d. Economically

1. Productivity measures must be compared to something, i.e. another year, a different company. (TRUE / FALSE)
2. Measuring \_\_\_\_\_\_\_ sector productivity is a unique challenge.

a. Manufacturing

b. Production

c. Service

d. Operations

1. \_\_\_\_\_\_\_\_ Is a decision-making tool used by personnel at all levels to increase effectiveness by identifying, assessing, and managing risks.

a. Managing Operational Risks

b. Managing Operational Risk Process

c. Linear Programming

d. Forecasting

1. MOR Principle says - Accept risk when \_\_\_\_\_\_\_\_ outweigh the costs.

a. Benefits

b. Profits

c. Advantages

d. Flexibility

1. \_\_\_\_\_\_ become \_\_\_\_\_ during execution.

a. Controls, Resources

b. Design, Tools

c. Process, Procedures

d. Finance, Accesible

1. A \_\_\_\_\_\_\_ is any condition with the potential to negatively impact mission accomplishment or cause injury, death, or property damage.

a. Hazard

b. Danger

c. Threat

d. Weakness

1. An expression of possible loss due to a hazard in terms of severity and probability**.**

a**.** Risk

b. Hazard

c. Consequence

d. Problem

1. The Risk Assessment Code (RAC) Matrix is used to determine the RAC for a \_\_\_\_\_\_.

a. Hazard

b. Risk

c. Severity

d. Danger

1. \_\_\_\_\_\_\_ controls include material selection or substitution.

a. Engineering

b. Administrative

c. Design

d. Physical

1. Implementing Controls Requires

a. Clearly communicating plan to all involved personnel

b. Establishing accountability

c. Guaranteeing necessary support is available

d. All of the above

1. \_\_\_\_\_\_\_\_\_\_ is a key step in the MOR process. It involves determining the effectiveness of risk controls throughout the mission or task.

a. Planning

b. Organizing

c. Supervision

d. Monitoring

1. TCRM is using risk management concepts when time and resources are \_\_\_\_\_\_\_\_.

a. Limited

b. Surplus

c. Restricted

d. Abundant

1. Process-focused factories are often called \_\_\_\_\_.

a. Job-Shops

b. Assembly Shops

c. Production Units

d. Strategic Business Units

1. \_\_\_\_\_\_\_\_\_\_\_\_ control identifies problems such as insufficient or excessive capacity or any issues that prevents the order from being completed on time.

a. Input

b. Output

c. Input-Output

d. Production

1. Assigns jobs to work centers without regard to capacity

a. Finite Loading

b. Infinite Loading

c. Forward Loading

d. Backward Loading

1. Start with promise date and work backward through operations reviewing lead times to determine when a job has to pass through each operation.

a. Forward Scheduling

b. Backward Scheduling

c. Continuous Scheduling

d. Repetitive Scheduling

1. \_\_\_\_\_\_\_ charts are useful tools to coordinate jobs through shop; graphical summary of job status and loading of operations

a. Gantt

b. Schedule

c. Job Order

d. Activity

1. \_\_\_\_\_\_\_\_ is a plan for competing in the marketplace

a. Strategy

b. Operational Plan

c. Scheduling

d. Activity Base

1. Core Competence, Alignment of effort, People (Personnel, Staff, Learning, Development) are Critical Success Factors. (TRUE / FALSE).
2. Low cost does not mean low quality. (TRUE/ FALSE)
3. Time/speed one of most important \_\_\_\_\_\_\_\_\_priorities

a. Competition

b. Core Competence

c. Current Day

d. Global

1. Decisions must emphasis \_\_\_\_\_\_\_\_ that support business strategy.

a. Plans

b. Priorities

c. Policies

d. Operating Procedures

1. Decisions related to the production process, such as characteristics of facilities used, selection of appropriate technology, and the flow of goods and services.

a. Structure

b. Infrastructure

c. Process

d. Framework

1. **(Total output)/(Single input)**

a. Productivity

b. Total Productivity

c. Partialproductivity

d. Individual Productivity

1. Goods are Tangible, Services are Intangible. (TRUE / FALSE)
2. Measuring \_\_\_\_\_\_\_\_\_\_\_ is challenging

a. Tangibles

b. Intangibles

c. Production

d. Efficiency

1. SWOT can be applied to specific HR activities. (TRUE / FALSE)
2. Managing Operational Risk applies both on the job and in off-duty activities. (TRUE / FALSE)
3. \_\_\_\_\_\_\_\_\_\_\_is result of learning events

a. Experience

b. Probability

c. Risk

d. Severity

1. In the ABCD model \_\_\_\_\_\_\_\_\_\_ color indicates errors may occur but will be caught by individual.

a. Green

b. Red

c. Yellow

d. Orange

1. Practical use of the ABCD Model by all personnel will sustain a responsive capability to effectively meet personal challenges or mission contingencies now and in the future.

(TRUE / FALSE)

1. Job shops are \_\_\_\_\_\_\_ to schedule.

a. Easy

b. Simple

c. Complex

d. Critical

1. WIP stands for

a. Work in Process

b. Work in Priority

c. Work in Progress

d. None of the above