

# **MULTIPLE CHOICE QUESTIONS**

## **PRODUCTION & OPERATIONS MANAGEMENT - BBA 303**

**BBA V**

**DECEMBER 2021**

## **FOR PRIVATE CIRCULATION**

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1. The components of set up time to produce or build an item are:
  - A. Process preparation time
  - B. Process tear down time
  - C. Learning time
  - D. All above
  
2. Which of these would an operations manager not be responsible for?
  - A. Safety and maintenance
  - B. Sales and marketing
  - C. Selecting suppliers
  - D. Recruiting employees
  
3. Which of these Managers would be least likely to be considered in an operations management role within an organization?
  - A. Production Manager
  - B. Reservations Manager
  - C. Financial Risk Manager
  - D. Quality Manager
  
4. Which of the following statement correctly explains the role of operations management?
  - A. Sustain the company's operation
  - B. Protect the company's operation
  - C. Project the company's operation
  - D. All of the above
  
5. An operations strategy is created directly from the \_\_\_\_\_ strategy
  - A. Corporate strategy
  - B. Marketing strategy
  - C. Business strategy
  - D. Human resource strategy
  
6. Which of these would an operations manager not be responsible for?
  - A. Safety and maintenance
  - B. Sales and marketing
  - C. Selecting suppliers
  - D. Recruiting employees
  
7. What is advantage of holding inventory?
  - A. Improved quality
  - B. Reduced Obsolescence
  - C. Reduced material handling
  - D. Greater availability

8. The role of a ----- manager is to sustain, protect, and project the company's operations side.
- A. Project Manager
  - B. Operations Manager
  - C. Finance Manager
  - D. Marketing Manager
9. The extent to which a product or service may be customized is called \_\_\_\_\_?
- A. variability
  - B. validity
  - C. variety
  - D. variation
10. Most operations produce a mixture of both products and services. Which of the following businesses is closest to producing "pure" services?
- A. A Restaurant
  - B. Counsellor/therapist
  - C. Steel company
  - D. IT company
11. Operations can be diagnosed by volume, variety, variation and \_\_\_\_\_?
- A. validity
  - B. variability
  - C. value
  - D. variance
12. What are the input resources to any transformation process?
- A. Information, materials and customers.
  - B. Staff, facilities, materials, information and customers.
  - C. Processes, people and parts.
  - D. People and machines.
13. Operations can be classified according to their volume and variety of production as well as the degree of variation and visibility. Which of the following operations would be classified as high volume, low variety?
- A. A fast food restaurant
  - B. A family doctor
  - C. A carpenter
  - D. A front office bank
14. Which of the following activities is NOT a direct responsibility of operations management?
- A. Determining the exact mix of products and services that customers will want.
  - B. Designing the operation's products, services and processes.
  - C. Developing an operations strategy for the operation.
  - D. Planning and controlling the operation.

15. Which of the following functions is not a core function of an organization?
- A. The marketing (including sales) function
  - B. The accounting and finance function
  - C. The product/service development function
  - D. The operations function
16. Operations can be classified according to their volume and variety of production as well as the degree of variation and visibility. Which of the following operations would be classified as high volume, low variety?
- A. A carpenter
  - B. A front office bank
  - C. A fast food restaurant
  - D. A family doctor
17. Which of the following activities is not a direct responsibility of operations management?
- A. Planning and controlling the operation
  - B. Developing an operations strategy for the operation
  - C. Designing the operation's products, services and processes
  - D. Determining the exact mix of products and services that customers will want.
18. Operations can be classified according to the degree of variation in demand and visibility of the operation as well as their volume and variety of production. Which of the following operations would be classified as high variation and high visibility?
- A. A front office bank
  - B. A family doctor
  - C. A carpenter
  - D. A fast food restaurant
19. Which of the following would not normally be considered a general characteristic of a service?
- A. Production and consumption are simultaneous
  - B. Low contact services can often be made more efficient than high contact services
  - C. Many services involve both tangible and intangible outputs
  - D. Production and sales cannot easily be separated functionally
20. Which of the following statement correctly explains the role of operations management?
- A. Sustain the company's operation
  - B. Protect the company's operation
  - C. Project the company's operation
  - D. All of the above
21. Organizational strategy is different from operations strategy because it is:
- A. Prepared by middle managers
  - B. Narrower in scope
  - C. Longer in time horizon
  - D. All of the above

22. Which one of the following strategies specifies how the firm will employ its production capabilities to support its corporate strategy?
- A. Tactical
  - B. Operations
  - C. Manufacturing
  - D. Production
23. Which of the following functions of an organization consists of all activities directly related to production of a good or service?
- A. Operations
  - B. Marketing
  - C. Accounting
  - D. Finance
24. The role of a -----manager is to sustain, protect, and project the company's operations side.
- A. Project Manager
  - B. Operations Manager
  - C. Finance Manager
  - D. Marketing Manager
25. Inputs include -----, energy and information.
- A. Human Resources
  - B. Capital and Material
  - C. Land
  - D. All Above
26. Transformations are the operations that -----inputs into outputs
- A. Convert
  - B. Divert
  - C. Revert
  - D. All the Above
27. Deciding the right method to design the product establishes good -----and efficient way for operations.
- A. Productivity
  - B. Image
  - C. Reflection
  - D. Demand
28. Product Design combines -----with product and business knowledge to generate ideas and concepts and convert them into physical and usable objects or services
- A. Productivity
  - B. Ergonomics
  - C. Reflection
  - D. Operationality

29. Companies choose various ways to design their products, which include
- A. Standardization
  - B. Mass Customization
  - C. Robust Design
  - D. All Above
30. In Operations Management DFA stands for:
- A. Design for Assurance
  - B. Design for Accuracy
  - C. Design for Authenticity
  - D. Design for Assembly
31. The major business functions consisting of research and development, product design, manufacturing, marketing, distribution, and customer service refer to:
- A. The transformation process
  - B. Value chain
  - C. Life cycle
  - D. Quality control
32. Which one of the following is the correct order of layout types from low volume/high variety to high volume/low variety?
- A. Fixed position, process, cell, product
  - B. Fixed position, cell, process, product
  - C. Fixed position, process, product, cell
  - D. Process, fixed position, cell, product
33. Which one of the following is a disadvantage of a process layout?
- A. A variety of processing requirements
  - B. Use of individual incentive system
  - C. Minimizing material handling costs
  - D. Equipment utilization rate is high
34. Which one of the following types of manufacturing layout is considered a hybrid?
- A. Process layout
  - B. Product layout
  - C. Fixed-position layout
  - D. All of the given options
35. Which one of the following operating levels is best with respect to capacity?
- A. The maximum point of the cost curve
  - B. The level of capacity for which average unit cost is minimized
  - C. The level of capacity for which average unit cost is maximized
  - D. The level of capacity for which total cost is minimized

36. Which one the following is focused to reduce the incidence of failures in the plant or equipment to avoid the associated costs?
- A. Preventive maintenance
  - B. Predictive maintenance
  - C. Reactive maintenance
  - D. Total productive maintenance
37. \_\_\_\_\_ represents the process of determining short-range capacity requirements.
- A. Capacity requirements planning
  - B. Aggregate planning
  - C. Capacity planning
  - D. Schedule planning
38. Process layout is used for:
- A. Repetitive processing
  - B. Intermittent processing
  - C. Both (a) and (b)
  - D. Neither (a) nor (b)
39. The most significant advantage of U-shaped layout is:
- A. Cost minimization
  - B. Easy handling of process
  - C. Increased flexibility in work
  - D. All of the given options
40. Product layout is preferably used for:
- A. Repetitive processing
  - B. Intermittent processing
  - C. Both (a) and (b)
  - D. Neither (a) nor (b)
41. The type of operation being carried out by an organization depends upon:
- A. Degree of standardization
  - B. Volume of output
  - C. Demand
  - D. Both(a) and (b)
42. Repetitive processing results in output that is:
- A. Highly standardized
  - B. Highly customized
  - C. Partially customized
  - D. None of the given options



43. Job shop and batch processing are differentiated on the basis of:
- A. Job requirements
  - B. Degree of standardization
  - C. Volume of output
  - D. Both (b) and (c)
44. Automation is preferred because it:
- A. Offers lesser dependence on workers
  - B. Results in reduction in variable cost
  - C. Offers easy handling of repetitive work
  - D. All of the given options
45. Advantages of Process Layout Include
- A. Equipment used is less costly
  - B. Low unit cost.
  - C. Labor specialization.
  - D. Low material handling cost
46. Which kind of production system is undertaken by JIT (Just In Time) production?
- A. Intermittent processing
  - B. Job shop processing
  - C. Repetitive processing
  - D. Batch processing
47. In which of the following approaches location decision is based on personal opinions and quantitative information?
- A. Factor rating
  - B. Market area plant strategy
  - C. Currency fluctuations
  - D. Product plant strategy
48. Which of the following statement defines process re-design?
- A. It is collecting information, identifying each step and finding inputs and outputs of process
  - B. It is collecting information about cost reduction and improving the defects
  - C. It relates to asking questions about process flow and identifying missing or duplicating activities
  - D. It relates with taking a fresh approach to solve an issue on hand
49. Which of the following statement defines process analysis?
- A. It is collecting information, identifying each step and finding inputs and outputs of process
  - B. It is collecting information about cost reduction and improving the defects.
  - C. It relates to asking questions about process flow and identifying missing or duplicating activities
  - D. It relates with taking a fresh approach to solve an issue on hand

50. Which of the following refers to the inherent variability in a process?
- A. Control limits
  - B. Process capability
  - C. Chance causes of variation
  - D. Assignable causes of variation
51. Which of the following represents a specified range of values in which individual units of output must fall in order to be acceptable?
- A. Tolerance
  - B. Run test
  - C. Process capability
  - D. Process variability
52. Which one of the following is an example of site related factors that affect location decision?
- A. Transportation
  - B. Quality of life
  - C. Location of new markets
  - D. Location of raw materials
53. Process selection is primarily considered during:
- A. Planning
  - B. Organizing
  - C. Leading
  - D. Controlling
54. The type of operation being carried out by an organization depends upon:
- A. Degree of standardization
  - B. Volume of output
  - C. Demand
  - D. Both(a) and (b)
55. Which one of the following refers to the length of time needed to complete a job?
- A. Work sampling methods
  - B. Work measurement
  - C. Job design
  - D. Methods analysis
56. Fixed position layout is the layout in which the product or project remains-----, and workers, materials and equipments are moved as needed.
- A. Stationery
  - B. Flexible
  - C. Movable
  - D. All of the above

57. Regional factors for location planning include all of the following except:  
 A. Raw materials  
 B. Markets  
 C. Labor considerations  
 D. Attitudes
58. Transportation method is a \_\_\_\_\_ approach.  
 A. Quantitative  
 B. Qualitative  
 C. Scientific  
 D. All of the given options
59. Material handling in an automobile industry is done by  
 A. Trolley  
 B. Belt Conveyer  
 C. Overhead crane  
 D. All of the above
60. \_\_\_\_\_ is a standardized layout arranged according to a fixed sequence of assembly tasks  
 A. Assembly line  
 B. Quantitative technique  
 C. Focus group  
 D. Fixed Position

**ANSWER KEY:**

1. C	9. A	17. D	25. D	33. C	41. D	49. D	57. D
2. B	10. B	18. B	26. A	34. D	42. A	50. C	58. A
3. C	11. B	19. D	27. A	35. B	43. D	51. A	59. D
4. D	12. B	20. D	28. B	36. A	44. D	52. A	60. A
5. C	13. A	21. C	29. D	37. A	45. A	53. A	
6. B	14. A	22. D	30. D	38. C	46. C	54. D	
7. D	15. B	23. A	31. B	39. C	47. A	55. B	
8. B	16. C	24. B	32. D	40. A	48. D	56. A	