
OPERATION MANAGEMENT EXAM QUESTIONS AND ANSWERS 2024 #29

Effective management of services requires a clear focus on understanding operations, so much so, that it may even require the exclusion of consideration of marketing or personnel. - correct answer False

Services often take the form of repeated encounters involving face-to-face interactions. - correct answer True

The term "encounter" is defined by Webster's Dictionary as "meeting in conflict or battle" and is used to also designate meetings between consumers and service systems. - correct answer True

A service system with a high degree of customer contact is less difficult to control than a low degree of customer contact service system. - correct answer False

Because little or no inventory is carried in a service operation, it is easy to separate the operations management functions from marketing in services. - correct answer False

It is difficult to separate the operations management functions from marketing in services. - correct answer True

The service-system design matrix identifies five alternative forms of service encounters. - correct answer False

The service-system design matrix identifies six forms of service encounters. - correct answer True

The "service blueprint" is a classification of services. - correct answer False

Poka-yokes are procedures that block the inevitable mistake from becoming a service defect. - correct answer True

Poka-yoke is roughly translated from Japanese as "quality management." - correct answer False

Poka-yoke is roughly translated from Japanese as "avoid mistakes." - correct answer True

An important aspect of service products is that they cannot be inventoried. - correct answer True

Customer contact refers to creation of the service. - correct answer False

Operation Management Exam Questions And Answers

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