

File: ch01, Chapter 1: Operations Management

1. Operations management is concerned with the _____ of a firm's productive systems.
 - a. design
 - b. operation
 - c. improvement
 - d. **All of these answer choices are correct.**

2. The transformation process associated with health care is best described as **physiological**.
 - a. locational
 - b. exchange
 - c. **physiological**
 - d. informational

3. All of the following are transformation processes discussed in the text **except spiritual**.
 - a. physiological.
 - b. locational.
 - c. exchange.
 - d. **spiritual.**

4. Which of the following is not one of the four primary functional areas of a firm?
 - a. human resources
 - b. **legal**
 - c. marketing
 - d. operations

5. All of the following are responsibilities of operations managers **except acquiring financial resources**.
 - a. **acquiring financial resources**
 - b. managing inventories
 - c. planning production
 - d. scheduling production

6. Which of the following is not an event or concept associated with the quality revolution?
 - a. TQM (total quality management)
 - b. **Internet**
 - c. Six Sigma
 - d. JIT

7. Linear programming, waiting line, simulation, and PERT/CPM are all elements of which era of operations and supply chain management?
 - a) Quality Research
 - b) **Operations Research**
 - c) Internet Revolution
 - d) Globalization

Operations Management Questions And Answers

Albert A Gayle



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