Quizlet NAME _____

40 Multiple choice questions

1. classifying job activities in ways that make it easy for an employee to successfully perform and complete the task
    a. lead time
    b. task design
    c. materials
    d. sequencing

2. specific criteria used to measure the efficiency and effectiveness of the performance of the business
    a. critical path analysis (CPA)
    b. key performance indicators (KPIs)
    c. project production
    d. intermediate goods

3. those inputs that are changed or converted in the operations process
    a. customer service
    b. transforming resources
    c. transformed resources
    d. transformation

4. a scheduling method that shows what tasks need to be done, how long they take and what order is necessary to complete those tasks
    a. capital-labour substitution
    b. computer-aided design (CAD)
    c. raw materials
    d. critical path analysis (CPA)

5. an aspect of the transformation process that slows down the overall processing speed or creates a backlog of incompletely processed products
    a. outputs
    b. bottleneck
    c. control
    d. volume

6. those inputs that carry out the transformation process
    a. transformation
    b. transforming resources
    c. transformed resources
    d. customer service

7. essential substances in their unprocessed state
    a. robotics
    b. facilities
    c. materials
    d. raw materials

8. an operational arrangement in which employees and equipment come to the product
    a. product layout
    b. process layout
    c. plant layout
    d. fixed position layout

9. the process of measuring actual performance against planned performance
    a. control
    b. robotics
    c. materials
    d. monitoring

10. the conversion of inputs (resources) into outputs (goods and services)
    a. task design
    b. transformation
    c. information
    d. workstations

11. goods manufactured and used in further manufacturing or processing
    a. information
    b. raw materials
    c. intermediate goods
    d. materials

12. desk areas for office workers, usually fitted with a computer, telephone, storage and access to a printer
    a. monitoring
    b. workstations
    c. robotics
    d. information

13. where the equipment arrangement is based on the sequence of tasks performed in manufacturing a product
    a. plant layout
    b. process layout
    c. product layout
    d. project production

14. a promise made by a business that they will correct any defects in the goods that they produce or in the sales that they deliver
    a. materials
    b. outputs
    c. inputs
    d. warranty

15. the arrangement of equipment, machinery and staff within a facility
    a. plant layout
    b. process layout
    c. Gantt chart
    d. product layout

16. a formal process used to determine the present level of skills and any skill shortfalls that need to be made up through recruitment or training
    a. inputs
    b. Gantt chart
    c. skills audit
    d. volume

17. the knowledge gained from research, investigation and instruction, which results in an increase in understanding
    a. workstations
    b. inputs
    c. transformation
    d. information

18. a computerised design tool that allows businesses to create product possibilities from a series of input parameters
    a. intermediate goods
    b. computer-aided manufacturing (CAM)
    c. task design
    d. computer-aided design (CAD)

19. production characterised by the manufacturing of a high volume of constant quality goods
    a. product production (mass production)
    b. product layout
    c. project production
    d. process production

20. the systematic reduction of inefficiencies and wastage, poor work processes and the elimination of bottlenecks
    a. improvement
    b. monitoring
    c. inputs
    d. volume

21. deals with the layout requirements for large-scale activities such as construction of bridges etc.
    a. process production
    b. product layout
    c. process layout
    d. project production

22. when key performance indicators are assessed against predetermined targets and corrective action is taken if required
    a. inputs
    b. monitoring
    c. outputs
    d. control

23. to travel to work electronically, allowing work to be done via email or internet from home or another location
    a. telecommute
    b. control
    c. volume
    d. lead time

24. the variety of products made, or services delivered through the information process
    a. facilities
    b. skills audit
    c. mix flexibility
    d. materials

25. the resources used in the transformation (production) process
    a. inputs
    b. outputs
    c. control
    d. volume

26. software that controls the manufacturing processes
    a. critical path analysis (CPA)
    b. computer-aided manufacturing (CAM)
    c. computer-aided design (CAD)
    d. customer relationship management (CRM)

27. the length of time activities take within the operations process
    a. lead time
    b. scheduling
    c. sequencing
    d. monitoring

28. production characterised by high-variety, low-volume jobs
    a. project production
    b. process layout
    c. process production
    d. transformation

29. the plant (factory or office) and machinery used in the operations processes
    a. materials
    b. lead time
    c. robotics
    d. facilities

30. the basic elements used in the production process, consisting of two types: raw materials and intermediate goods
    a. warranty
    b. materials
    c. robotics
    d. raw materials

31. highly specialised technology, capable of complex tasks, programmable for assembly lines etc.
    a. inputs
    b. control
    c. robotics
    d. outputs

32. the arrangement of machines such that the machines and equipment is grouped together according to the function they perform
    a. product layout
    b. process layout
    c. plant layout
    d. process production

33. when machinery and technology displace people by doing the work instead
    a. process production
    b. capital-labour substitution
    c. skills audit
    d. transformation

34. how much of a product is made
    a. control
    b. outputs
    c. volume
    d. inputs

35. the systems that a business uses to maintain customer contact
    a. customer service
    b. customer relationship management (CRM)
    c. computer-aided manufacturing (CAM)
    d. critical path analysis (CPA)

36. a type of bar chart that shows both the scheduled and completed work over a period of time, used for planning and tracking a project
    a. Gantt chart
    b. plant layout
    c. materials
    d. robotics

37. the end result of business efforts - the good or service that is provided or delivered to the customer
    a. robotics
    b. outputs
    c. volume
    d. inputs

38. the order in which activities in the operations process occur
    a. sequencing
    b. monitoring
    c. scheduling
    d. lead time

39. the time it takes for an order to be fulfilled from the moment it is placed
    a. volume
    b. robotics
    c. lead time
    d. inputs

40. how well a business meets and exceeds the expectations of customers in all aspects of its operations
    a. sequencing
    b. task design
    c. bottleneck
    d. customer service