Quizlet
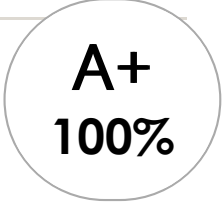
12 Multiple choice questions

A+
100%

1. goods that are mass produced, usually on an assembly line
   a. strategic
   b. customised goods
   c. **CORRECT:** standardised goods
   d. operations

2. the business processes that involve transformation or production
   a. value adding
   b. **CORRECT:** operations
   c. transformation
   d. strategic

3. the distinguishing of products (goods or services) in some way from its competitors
   a. transformation
   b. **CORRECT:** product differentiation
   c. operations
   d. cost leadership

4. where each business function area depends on the support of the others if it is to perform at capacity
   a. value adding
   b. strategic
   c. self-service
   d. **CORRECT:** interdependence

5. an aim to have the lowest costs or to be the most price-competitive in the market
   a. self-service
   b. customised goods
   c. **CORRECT:** cost leadership
   d. strategic

6. affecting all key business areas
   a. **CORRECT:** strategic
   b. self-service
   c. cost leadership
   d. operations

7. the creation of extra or added value as inputs are transformed into outputs
   a. strategic
   b. operations
   c. **CORRECT:** value adding
   d. self-service

8. goods that are varied according to the needs of customers
   a. operations
   b. strategic
   c. **CORRECT:** customised goods
   d. standardised goods

9. cost advantages that can be created through an increase in scale of business operations
   a. customised goods
   b. **CORRECT:** economies of scale
   c. self-service
   d. cost leadership

10. where customers are encouraged to help themselves
    a. strategic
    b. value adding
    c. **CORRECT:** self-service
    d. interdependence

11. the conversion of inputs (resources) into outputs (goods and services)
    a. **CORRECT:** transformation
    b. lean production
    c. operations
    d. strategic

12. an aim to eliminate waste at every stage of production

   a. operations

   b. transformation

   c. **CORRECT:** lean production

   d. value adding