

Operations and Supply Chain Management 16th Edition Jacobs

Test Bank

Student name: _____

1) One reason for studying operations and supply chain management (OSCM) is which of the following?

A) OSCM is essential for understanding organizational behavior.

B) Most business graduates do OSCM work regardless of their job title.

C) All managers should understand the basic principles that guide the design of transformation processes.

D) OSCM is a required course in all business degree programs.

E) OSCM is the most rigorous business discipline.

2) The goods-services continuum consists of which set of the following categories?

A) No goods, some goods, even mix, some service, no service

B) Pure goods, core goods, core services, pure services

C) No service, some service, good service, excellent service

D) Self-service, help desk service, face-to-face service, service-with-a-smile

E) None of these choices are correct

3) Which of the following are defined as core goods?

A) Chemicals

B) Airlines

C) Data storage systems

D) Hotels

E) None of these choices are correct

4) Which of the following are not listed in the text as jobs in OSCM?

A) Department store manager

B) Projectmanager

- C) Hospital administrator
- D) Data center manager

- E) Call center manager

5) Which of the following is not a characteristic that distinguishes services from goods?

- A) Service jobs are unskilled.
- B) A service is intangible.
- C) Services are perishable.

- D) Services are heterogeneous.
- E) None of these choices are correct

6) Which of the following is not a way that operations and supply processes are categorized?

- A) Planning
- B) Return

- C) Delivery
- D) Selecting
- E) Making

7) One of the "package of features" that make up a service is:

- A) appearance
- B) facilitating goods

- C) packaging
- D) cost
- E) implied use

8) Which of the following is not a measure of operations and supply chain management efficiency used by Wall Street?

- A) Inventory turnover

- B) Revenue per employee

- C) Receivable turnover
- D) Earnings per share

E) Asset turnover

9) Which of the following is a measure of operations and supply management efficiency used by Wall Street?

- A) Dividend payout ratio
- B) Current ratio
- C) Receivable turnover

D) Earnings per share growth
E) Financial leverage

10) All other things remaining the same, if the sales revenue increases, asset turnover ratio will

- A) increase.
- B) decrease.
- C) stay the same.

D) may increase or decrease.
E) there is no way to tell for sure.

11) Inventory turnover measures:

- A) the efficiency in turning inventory into sales.
- B) liquidity.
- C) the speed of receivables collection.
- D) liquidity and the efficiency in turning inventory

into sales.

E) none of the these.

12) The correct order in the good-services continuum is

A) pure services - core Services - core goods - pure goods.

B) pure goods - pure services - core services - core goods.

- C) pure goods - pure services - core goods - core services.
- D) pure goods - core goods - core services - pure services.

- E) core goods - core services - pure goods - pure services.

13) The goods-services continuum consists of which set of the following categories?

- A) No goods, some goods, even mix, some service, no service
- B) Pure goods, core goods, core services, pure services
- C) No service, some service, good service, excellent service

- D) Self-service, help desk service, face-to-face service, service-with-a-smile
- E) None of these choices are correct

14) _____ consists of the processes needed to operate an existing supply chain strategically.

- A) Planning
- B) Sourcing

- C) Making
- D) Delivering
- E) Returning

15) _____ involves the selection of suppliers that will deliver the goods and services needed to create the firm's product.

- A) Planning
- B) Sourcing

- C) Making
- D) Delivering
- E) Returning

- 16) _____ is where the major product is produced or the service provided.
- A) Planning
 - B) Sourcing
 - C) Making
 - D) Delivering
 - E) Returning
- 17) _____ is where carriers are picked to move products to warehouses and customers, coordinate and schedule the movement of goods and information through the supply network, develop and operate a network of warehouses, and run the information systems.
- A) Planning
 - B) Sourcing
 - C) Making
 - D) Delivering
 - E) Returning
- 18) _____ involves processes for receiving worn-out, defective, and excess products back from customers and support for customers who have problems with delivered products.
- A) Planning
 - B) Sourcing
 - C) Making
 - D) Delivering
 - E) Returning
- 19) Which of the following is not a “Core Service”?
- A) Hotels
 - B) Airlines
 - C) Internet service providers
 - D) Universities

20) What is the term that emphasizes how a factory's capabilities could be used strategically to gain advantage over a competing company?

- A) Manufacturing strategy
- B) Just-in-time
- C) Total quality control
- D) Lean manufacturing
- E) Total quality management

21) This philosophy is an integrated set of activities designed to achieve high-volume production using minimal inventories of parts that arrive exactly when they are needed.

- A) Manufacturing strategy
- B) Just-in-time
- C) Total quality control
- D) Lean manufacturing
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22) This concept aggressively seeks to eliminate causes of production defects.

- A) Manufacturing strategy
- B) Just-in-time
- C) Total quality control
- D) Lean manufacturing
- E) Total quality management

23) This philosophy seeks to achieve high customer service with minimum levels of inventory investment.

- A) Manufacturing strategy
- B) Just-in-time
- C) Total quality control
- D) Lean