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
    a.   locational
    b.   exchange
    c.   **physiological**
    d.   informational

3. All of the following are transformation processes discussed in the text **except**
    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:
    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 Test Answers

Lingsheng Yao

Operations Management Test Answers:

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