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Q&A

Exam : **L5M9**

Title : Level 5 Advanced Diploma in Procurement and Supply

Version : DEMO

1.Operations Management is concerned with the management of resources in the production of tangible goods.
Is this TRUE?
A. yes- operations management is ensuring a company has the correct resources to create goods
B. yes- operations management ensures there are sufficient goods produced to meet customer demand
C. no - operations management can also be concerned with the creation of intangible goods
D. no- operations management is concerned with ensuring the organisation is profitable
Answer: C
Explanation:
3 is correct. The services industry, which creates intangible goods (such as education, IT support- things you can't touch or hold), also requires operations management. P.2

2.George has recently been hired as the new Operations Manager at a cake factory. He has 10 years; experience but his most recent employment was as an Operations Manager in an accountancy firm. George believes that the skills and responsibilities of an Operations Manager is the same regardless of the organisation he works for.
Which of the following would be one of these responsibilities? Select TWO
A. increase profit
B. keep customers happy
C. create competitive advantage
D. manage a team
Answer: B,C
Explanation:
The correct answer is keep customers happy and create competitive advantage. This is from p.4 of the study guide. The key in this question is that you're looking for a universal responsibility for an Operations Manager- something that doesn't depend on the organisation. For this reason increase profits and managing a team are incorrect. Not every Ops Manager will be tasked to increase profits and not every Ops Manager will have direct line management responsibilities. The study guide states 'their key role is to guarantee that available resources and efficiently used in order to create competitive advantage for the organisation and keep customers satisfied'.

3.An Operations Manager is responsible for making many decisions.
Which of the following would be a strategic decision made by an Operations Manager?
A. deciding which inventory to carry
B. creating quality standards
C. scheduling the production of manufactured goods
D. deciding how to allocate key raw materials among the functional areas
Answer: D
Explanation:
4 is the only strategic decision listed here. The other options are 'operations decisions' rather than 'strategic'. Strategic decisions influence the direction the company is going in and may have an effect on the long-term strategy of the company. Operational decisions are about ensuring everything runs smoothly and the Five Rights are achieved. This is from p.4-6 of the study guide.

4.Which of the following are operations management activities? Select THREE
A. process selection
B. materials management
C. development of new products
D. capacity planning
E. job design
Answer: A,B,D
Explanation:
1 2 and 4 are correct. Development of New Products would be the activity of the R&D department, and job design the activity of HR. There is a list of 10 Operations Management activities on p.12

5.Under what circumstances would an 'intermittent operations' process be the most suitable?
A. many different items are produced in low quantities
B. where quality assurance must be carried out regularly
C. an organisation with low numbers of manufacturing staff
D. in high value, high volume production
Answer: A
Explanation:
1 is the correct answer. Intermittent operations is when you have different products that require different product arrangements. For example when you produce several items in small batches and need to change the configuration of the machines regularly. A factory that makes boxes of chocolates will use intermittent operations as they'll produce 12 different types of chocolate to go into the boxes- they'll need to stop operations after each type is made, to then set up to make the next type. This is the opposite of continuous production, where you make one product continuously (e.g. tins of tomatoes). This is from p.13.
Option 2 is incorrect as quality assurance wouldn't stop production.
Option 3 is incorrect as you can have a few staff doing continuous operations.
Option 4 is incorrect as a high volume would indicate this is continuous production rather than intermittent. See p.13.