1. Which of the following factors are directly influenced by productivity?

a) Standard of living
b) Happiness
c) Quality of goods
d) All of the above

Answer: d) All of the above

Explanation: Productivity impacts various aspects of life including standard of living, happiness, and the quality of goods and services produced.

2. What distinguishes operations management from project management?

a) Operations management deals with ongoing, repetitive tasks while project management focuses on temporary, unique endeavors.
b) Operations management only applies to manufacturing industries, whereas project management applies to all sectors.
c) Operations management is primarily concerned with strategic planning, while project management is focused on tactical execution.
d) There is no difference between operations management and project management.

Answer: a) Operations management deals with ongoing, repetitive tasks while project management focuses on temporary, unique endeavors.

Explanation: Operations management involves managing day-to-day activities in a business, whereas project management involves overseeing specific, temporary projects.

3. Which of the following is a key principle of lean manufacturing?

a) Just-in-Time (JIT)
b) Total Quality Management (TQM)
c) Quality Function Deployment (QFD)
d) Six Sigma

Answer: a) Just-in-Time (JIT)

Explanation: Lean manufacturing focuses on minimizing waste and maximizing efficiency, with JIT being a central concept to produce items only as needed.

4. In operations management, what does TPM stand for?

a) Total Process Management
b) Total Productive Maintenance
c) Total Quality Management
d) Time Process Measurement

Answer: b) Total Productive Maintenance

Explanation: TPM aims to maximize the effectiveness of equipment and machinery to enhance overall productivity in operations management.

5. Which method emphasizes continuous improvement and customer satisfaction?

a) Predetermined Motion and Time Method
b) Total Quality Management

c) Standard Time Measurement
d) Product and Process Specification

Answer: b) Total Quality Management

Explanation: TQM focuses on improving processes continuously to enhance product quality and meet customer needs and expectations.

6. What is the primary goal of Six Sigma quality methodology?

a) Minimize waste
b) Maximize productivity
c) Reduce defects
d) Enhance employee satisfaction

Answer: c) Reduce defects

Explanation: Six Sigma aims to reduce defects and errors in processes to improve quality and efficiency.

7. Which concept focuses on translating customer needs into specific product features and requirements?

a) Total Quality Management
b) Quality Function Deployment
c) Just-in-Time
d) Total Productive Maintenance

Answer: b) Quality Function Deployment

Explanation: QFD is a method used to ensure that customer needs are met through product design and development processes.

8. What does the term “standard time” refer to in operations management?

a) The time required to complete a task at the highest level of efficiency
b) The average time taken by workers to complete a task
c) The time allocated for breaks and rest periods
d) The time specified in project schedules

Answer: a) The time required to complete a task at the highest level of efficiency

Explanation: Standard time represents the time it should take a skilled worker to perform a specific task under normal working conditions.

9. What is the purpose of predetermined motion and time method (PMTM)?

a) To measure the time taken to complete a task
b) To set standard times for various tasks
c) To identify and eliminate unnecessary motions
d) To allocate allowances for breaks and rest periods

Answer: b) To set standard times for various tasks

Explanation: PMTM is used to establish standard times for performing specific tasks by analyzing predetermined motions and times required.

10. Which term refers to the cost associated with ensuring that a product or service meets quality standards?

a) Cost of production
b) Cost of quality
c) Cost of materials
d) Cost of labor

Answer: b) Cost of quality

Explanation: The cost of quality includes expenses incurred to prevent, detect, and correct defects in products or services to meet quality standards.

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