

Chapter 1: Introduction to Operations Management

Multiple Choice

1. Every business is managed through what three major functions?

- a) accounting, finance, and marketing
- b) engineering, finance, and operations management
- c) accounting, purchasing, and human resources
- d) accounting, engineering, and marketing

e) finance, marketing, and operations management

2. Which business function is responsible for managing cash flow, current assets, and capital investments?

- a) accounting
- b) finance**
- c) marketing
- d) operations management
- e) purchasing

3. The finance function is responsible for:

- a) sales, generating customer demand, and understanding customer wants and needs.
- b) plans and coordinates all the resources needed to design, produce, and deliver the merchandise to its various retail locations.
- c) planning, coordinating, and controlling the resources needed to produce a company's products and services.
- d) managing cash flow, current assets, and capital investments.**
- e) efficiency and costs.

4. Which business function is responsible for sales, generating customer demand, and understanding customer wants and needs?

- a) finance
- b) human resources
- c) marketing**
- d) operations management
- e) purchasing

5. Which business function is responsible for planning, coordinating, and controlling the resources needed to produce a company's products and services?

- a) engineering
- b) finance
- c) human resources
- d) marketing
- e) operations management**

6. Which of the following is not **True** for business process reengineering?

- a) It can increase efficiency.
- b) It cannot be used to improve quality.**
- c) It can reduce costs.
- d) It involves asking why things are done in a certain way.

7. At The GAP, which function plans and coordinates all the resources needed to design, produce, and deliver the merchandise to its various retail locations?

- a) engineering
- b) human resources
- c) marketing
- d) operations management**
- e) purchasing

Multiple Choice Questions For Operations Management

Victor M. Corman



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