

Question 1: In which of the following layouts, work stations are arranged according to the general function they perform without regard to any particular product?

- Product
- Process
- Fixed-position
- Storage

Question 2: _____ allows the manager to anticipate the future so then can plan accordingly.

- Forecasting
- Planning
- Organizing
- Leading

Question 3: _____ represents maximum AOQ for a range of fractions defective.

- Acceptable Quality Level (AQL)
- Average Outgoing Quality Limit (AOQL)
- Lot Tolerance Percent Defective (LTPD)
- None of the given options

Question 4: In order to design a new product or service, an organization takes into account:

- External factors
- Internal factors
- a & b
- Economic, social and demographic conditions

Question 5: Steps in CPFR include all of the following except:

- Creation of a front end partnership agreement
- Sharing forecast
- Inventory replenishment
- Development of supply forecasts

Question 6: Warranty cost is an example of which of the following?

- Internal failure cost
- External failure cost
- Prevention cost
- Appraisal cost

Question 7: Two recent trends in operations management are flexibility and specialization.