Test Bank for OperationsÂ and Supply ChainÂ Management 16th Jacobs

Access Complete Test Bank for OperationsÂ and Supply ChainÂ Management 16th Jacobs

Operations and Supply Chain Management 16th Edition by Jacobs CH01

ANSWERS ARE LOCATED IN THE SECOND PART OF THIS DOCUMENT

TRUE/FALSE - Write 'T' if the statement is true and 'F' if the statement is false.

1) Efficiency means doing the right things to create the most value for the company.

1) _____

◎ true
◎ false

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-04 Evaluate the efficiency of a firm.
Topic : Efficiency, Effectiveness, and Value
Accessibility : Screen Reader Compatible

2) Effectiveness means doing the right things to create the most value for the company.

2) _____

◎ true
◎ false

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-04 Evaluate the efficiency of a firm.
Topic : Efficiency, Effectiveness, and Value
Accessibility : Screen Reader Compatible

3) A doctor completes a surgical procedure on a patient without error. The patient dies anyway. In operations management terms, we could refer to this doctor as being efficient but not effective.

3) _____

◎ true
◎ false

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Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Learning Objective : 01-04 Evaluate the efficiency of a firm.
Topic : Efficiency, Effectiveness, and Value
Bloom's : Analyze
Difficulty : 2 Medium
Accessibility : Screen Reader Compatible

4) A worker can be efficient without being effective.

4) _____

◎ true
◎ false

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Learning Objective : 01-04 Evaluate the efficiency of a firm.
Topic : Efficiency, Effectiveness, and Value
Difficulty : 2 Medium
Bloom's : Understand
Accessibility : Screen Reader Compatible

5) A process can be effective without being efficient.

5) _____

◎ true
◎ false

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Learning Objective : 01-04 Evaluate the efficiency of a firm.
Topic : Efficiency, Effectiveness, and Value
Difficulty : 2 Medium
Bloom's : Understand
Accessibility : Screen Reader Compatible

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6) Operations and supply chain management is defined as the design, operation, and improvement of the systems that create and deliver the firm's primary products and services.

6) _____

- ◎ true
- ◎ false

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-01 Identify the elements of operations and supply chain management (OSCM).
Topic : What Is Operations and Supply Chain Management?
Accessibility : Screen Reader Compatible

7) The term "value" refers to the relationship between quality and the price paid by the consumer.

7) _____

- ◎ true
- ◎ false

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-04 Evaluate the efficiency of a firm.
Topic : Efficiency, Effectiveness, and Value
Accessibility : Screen Reader Compatible

8) Attempting to balance the desire to efficiently use resources while providing a highly effective service may create conflict between the two goals.

8) _____

- ◎ true
- ◎ false

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Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Difficulty : 1 Easy
Learning Objective : 01-04 Evaluate the efficiency of a firm.
Topic : Efficiency, Effectiveness, and Value
Bloom's : Analyze
Accessibility : Screen Reader Compatible

9) Central to the concept of operations strategy are the notions of operations focus and trade-offs.

9) _____

◎ true
◎ false

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-03 Recognize the major concepts that define the operations and supply chain m
Topic : Historical Development of Operations and Supply Chain Management
Accessibility : Screen Reader Compatible

10) OSCM is concerned with management of the trickiest parts of the system that produces a good or delivers a service.

10) _____

◎ true
◎ false

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-01 Identify the elements of operations and supply chain management (OSCM).
Topic : What Is Operations and Supply Chain Management?
Accessibility : Screen Reader Compatible

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11) OSCM is a functional field of business with clear line management responsibilities.

11) _____

◎ true
◎ false

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Topic : What Is Operations and Supply Chain Management?
Learning Objective : 01-02 Know the potential career opportunities in operations and supply chain man
Accessibility : Screen Reader Compatible

12) The supply network can be thought of as a pipeline through which cash, material, and information flow.

12) _____

◎ true
◎ false

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Difficulty : 1 Easy
Bloom's : Understand
Learning Objective : 01-01 Identify the elements of operations and supply chain management (OSCM).
Topic : What Is Operations and Supply Chain Management?
Accessibility : Screen Reader Compatible

13) Supply networks cannot be constructed for every product or service.

13) _____

◎ true
◎ false

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Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Difficulty : 1 Easy
Bloom's : Understand
Learning Objective : 01-01 Identify the elements of operations and supply chain management (OSCM).
Topic : What Is Operations and Supply Chain Management?
Accessibility : Screen Reader Compatible

14) "Operations" refers to manufacturing and service processes used to transform resources employed by a firm into products desired by customers.

14) _____

◎ true
◎ false

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-01 Identify the elements of operations and supply chain management (OSCM).
Topic : What Is Operations and Supply Chain Management?
Accessibility : Screen Reader Compatible

15) "Supply chain" refers to processes that move information and material to and from the manufacturing and service processes of the firm.

15) _____

◎ true
◎ false

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-01 Identify the elements of operations and supply chain management (OSCM).
Topic : What Is Operations and Supply Chain Management?
Accessibility : Screen Reader Compatible

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16) "Supply chain" includes only inbound freight and inventory.

16) _____

- ◎ true
- ◎ false

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Difficulty : 2 Medium
Bloom's : Understand
Learning Objective : 01-01 Identify the elements of operations and supply chain management (OSCM).
Topic : What Is Operations and Supply Chain Management?
Accessibility : Screen Reader Compatible

17) It is critical that a sustainable strategy meet the needs of shareholders and employees first, and then focus on preserving the environment.

17) _____

- ◎ true
- ◎ false

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Difficulty : 2 Medium
Bloom's : Understand
Learning Objective : 01-01 Identify the elements of operations and supply chain management (OSCM).
Topic : What Is Operations and Supply Chain Management?
Accessibility : Screen Reader Compatible

18) Planning is where a firm must determine how anticipated demand will be met with available resources.

18) _____

- ◎ true
- ◎ false

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Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Difficulty : 1 Easy
Bloom's : Understand
Learning Objective : 01-01 Identify the elements of operations and supply chain management (OSCM).
Topic : Operations and Supply Chain Processes
Accessibility : Screen Reader Compatible

19) Although planning involves determining how the various supply chain processes (sourcing, making, delivering, and returning) will be met, planning itself is not considered a supply chain process.

19) _____

◎ true
◎ false

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Difficulty : 1 Easy
Bloom's : Understand
Learning Objective : 01-01 Identify the elements of operations and supply chain management (OSCM).
Topic : Operations and Supply Chain Processes
Accessibility : Screen Reader Compatible

20) The supply chain processes mentioned in the textbook are planning, sourcing, delivering, and returning.

20) _____

◎ true
◎ false

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Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Difficulty : 1 Easy
Bloom's : Understand
Learning Objective : 01-01 Identify the elements of operations and supply chain management (OSCM).
Topic : Operations and Supply Chain Processes
Accessibility : Screen Reader Compatible

21) All managers should understand the basic principles that guide the design of transformation processes.

21) _____

◎ true
◎ false

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-01 Identify the elements of operations and supply chain management (OSCM).
Topic : What Is Operations and Supply Chain Management?
Accessibility : Screen Reader Compatible

22) Operations and supply management changes constantly because of the dynamic nature of competing in global business and the constant evolution of information technology.

22) _____

◎ true
◎ false

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Topic : What Is Operations and Supply Chain Management?
Learning Objective : 01-03 Recognize the major concepts that define the operations and supply chain m
Accessibility : Screen Reader Compatible

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23) Internet technology has made the sharing of reliable real-time information expensive.

23) _____

◎ true
◎ false

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Topic : What Is Operations and Supply Chain Management?
Learning Objective : 01-03 Recognize the major concepts that define the operations and supply chain m
Accessibility : Screen Reader Compatible

24) Capturing information directly from the source through such systems as point-of-sale, radio-frequency identification tags, bar-code scanners, and automatic recognition has had little impact on operations and supply chain management.

24) _____

◎ true
◎ false

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Topic : What Is Operations and Supply Chain Management?
Learning Objective : 01-03 Recognize the major concepts that define the operations and supply chain m
Accessibility : Screen Reader Compatible

25) Use of systems like point-of-sale, radio-frequency identification tags, bar-code scanners, and automatic recognition has made it more difficult to understand what all the information is saying.

25) _____

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◎ true
◎ false

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Difficulty : 1 Easy
Bloom's : Understand
Topic : What Is Operations and Supply Chain Management?
Learning Objective : 01-03 Recognize the major concepts that define the operations and supply chain m
Accessibility : Screen Reader Compatible

26) Operations and supply chain processes can be conveniently categorized as planning, sourcing, making, and delivering.

26) _____

◎ true
◎ false

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 2 Medium
Learning Objective : 01-01 Identify the elements of operations and supply chain management (OSCM).
Topic : Operations and Supply Chain Processes
Accessibility : Screen Reader Compatible

27) A major aspect of planning involves developing a set of metrics to monitor the supply chain.

27) _____

◎ true
◎ false

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Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-01 Identify the elements of operations and supply chain management (OSCM).
Topic : Operations and Supply Chain Processes
Accessibility : Screen Reader Compatible

28) Returning involves processes for receiving worn-out, defective, and excess products back from customers but does not involve support for customers who have problems with the product.

28) _____

◎ true
◎ false

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-01 Identify the elements of operations and supply chain management (OSCM).
Topic : Operations and Supply Chain Processes
Accessibility : Screen Reader Compatible

29) Delivering is not considered in supply chain analysis when outside carriers are contracted to move products to customers.

29) _____

◎ true
◎ false

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-01 Identify the elements of operations and supply chain management (OSCM).
Topic : Operations and Supply Chain Processes
Accessibility : Screen Reader Compatible

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30) Services are intangible processes that cannot be weighed or measured.

30) _____

◎ true
◎ false

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-01 Identify the elements of operations and supply chain management (OSCM).
Topic : Differences between Services and Goods
Accessibility : Screen Reader Compatible

31) Service innovations can be patented.

31) _____

◎ true
◎ false

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Difficulty : 2 Medium
Bloom's : Understand
Learning Objective : 01-01 Identify the elements of operations and supply chain management (OSCM).
Topic : Differences between Services and Goods
Accessibility : Screen Reader Compatible

32) Services are homogeneous.

32) _____

◎ true
◎ false

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Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Difficulty : 2 Medium
Bloom's : Understand
Learning Objective : 01-01 Identify the elements of operations and supply chain management (OSCM).
Topic : Differences between Services and Goods
Accessibility : Screen Reader Compatible

33) Services are defined and evaluated as a package of features that affect the five senses.

33) _____

- ◎ true
- ◎ false

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-01 Identify the elements of operations and supply chain management (OSCM).
Topic : Differences between Services and Goods
Accessibility : Screen Reader Compatible

34) Automobiles and appliances are classified as "pure goods."

34) _____

- ◎ true
- ◎ false

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 2 Medium
Learning Objective : 01-01 Identify the elements of operations and supply chain management (OSCM).
Topic : Differences between Services and Goods
Accessibility : Screen Reader Compatible

35) Core service providers integrate tangible goods into their product.

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35) _____

- ◎ true
- ◎ false

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-01 Identify the elements of operations and supply chain management (OSCM).
Topic : Differences between Services and Goods
Accessibility : Screen Reader Compatible

36) "Product-service bundling" refers to a company building service activities into its product offerings for its customers.

36) _____

- ◎ true
- ◎ false

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-01 Identify the elements of operations and supply chain management (OSCM).
Topic : Differences between Services and Goods
Accessibility : Screen Reader Compatible

37) In contrast to careers in finance and marketing, careers in OSCM involve hands-on involvement with people and processes.

37) _____

- ◎ true
- ◎ false

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Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-02 Know the potential career opportunities in operations and supply chain man
Topic : Careers in Operations and Supply Chain Management
Accessibility : Screen Reader Compatible

38) A supply chain manager is an OSCM job while a purchasing manager is not.

38) _____

- ◎ true
- ◎ false

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 2 Medium
Learning Objective : 01-02 Know the potential career opportunities in operations and supply chain man
Topic : Careers in Operations and Supply Chain Management
Accessibility : Screen Reader Compatible

39) Just-in-time (JIT) production was a major breakthrough in manufacturing philosophy pioneered by the Japanese.

39) _____

- ◎ true
- ◎ false

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-03 Recognize the major concepts that define the operations and supply chain m
Topic : Historical Development of Operations and Supply Chain Management
Accessibility : Screen Reader Compatible

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40) Lean manufacturing refers to just-in-time production coupled with total quality control.

40) _____

◎ true
◎ false

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 2 Medium
Learning Objective : 01-03 Recognize the major concepts that define the operations and supply chain m
Topic : Historical Development of Operations and Supply Chain Management
Accessibility : Screen Reader Compatible

41) The Baldrige National Quality Award was started under the direction of the National Institute of Standards and Technology.

41) _____

◎ true
◎ false

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 2 Medium
Learning Objective : 01-03 Recognize the major concepts that define the operations and supply chain m
Topic : Historical Development of Operations and Supply Chain Management
Accessibility : Screen Reader Compatible

42) The approach that advocates making revolutionary changes as opposed to evolutionary changes is called "creation theory."

42) _____

◎ true
◎ false

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Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 2 Medium
Learning Objective : 01-03 Recognize the major concepts that define the operations and supply chain m
Topic : Historical Development of Operations and Supply Chain Management
Accessibility : Screen Reader Compatible

43) The approach that advocates making revolutionary changes as opposed to evolutionary changes is called "business process reengineering."

43) _____

◎ true
◎ false

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-03 Recognize the major concepts that define the operations and supply chain m
Topic : Historical Development of Operations and Supply Chain Management
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44) Business process reengineering, which seeks revolutionary change, is contrasted with total quality management which commonly advocates incremental change.

44) _____

◎ true
◎ false

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-03 Recognize the major concepts that define the operations and supply chain m
Topic : Historical Development of Operations and Supply Chain Management
Accessibility : Screen Reader Compatible

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45) The "triple bottom line" relates to the economic, employee, and environmental impact of a firm's strategy.

45) _____

◎ true
◎ false

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-03 Recognize the major concepts that define the operations and supply chain m
Topic : Current Issues in Operations and Supply Chain Management
Accessibility : Screen Reader Compatible

46) Sustainability is the ability to maintain profits in a system.

46) _____

◎ true
◎ false

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Difficulty : 1 Easy
Bloom's : Understand
Learning Objective : 01-03 Recognize the major concepts that define the operations and supply chain m
Topic : Current Issues in Operations and Supply Chain Management
Accessibility : Screen Reader Compatible

47) "Green belt" programs are coordinated public works projects aimed a placing an environmentally friendly zone around major cities.

47) _____

◎ true
◎ false

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Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Difficulty : 1 Easy
Bloom's : Understand
Learning Objective : 01-03 Recognize the major concepts that define the operations and supply chain m
Topic : Historical Development of Operations and Supply Chain Management
Accessibility : Screen Reader Compatible

48) Green and black belt programs teach six-sigma quality tools to managers at many corporations.

48) _____

◎ true
◎ false

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Difficulty : 1 Easy
Bloom's : Understand
Learning Objective : 01-03 Recognize the major concepts that define the operations and supply chain m
Topic : Historical Development of Operations and Supply Chain Management
Accessibility : Screen Reader Compatible

49) The central idea of supply chain management is to apply a total system approach to managing the flow of information, materials, and services from raw material suppliers through factories and warehouses to the end customer.

49) _____

◎ true
◎ false

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Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Difficulty : 1 Easy
Bloom's : Understand
Learning Objective : 01-03 Recognize the major concepts that define the operations and supply chain m
Topic : Historical Development of Operations and Supply Chain Management
Accessibility : Screen Reader Compatible

50) The term "electronic commerce" refers to the buying and selling of electronic products and devices.

50) _____

◎ true
◎ false

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Difficulty : 1 Easy
Bloom's : Understand
Learning Objective : 01-03 Recognize the major concepts that define the operations and supply chain m
Topic : Historical Development of Operations and Supply Chain Management
Accessibility : Screen Reader Compatible

51) The term "electronic commerce" refers to the use of the Internet as an essential element of business activity.

51) _____

◎ true
◎ false

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Difficulty : 1 Easy
Bloom's : Understand
Learning Objective : 01-03 Recognize the major concepts that define the operations and supply chain m
Topic : Historical Development of Operations and Supply Chain Management
Accessibility : Screen Reader Compatible

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52) "Business analytics" involves the analysis of data through a unique combination of linear programming, game theory, and queuing theory to better solve business problems.

52) _____

- ◎ true
- ◎ false

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Difficulty : 1 Easy
Bloom's : Understand
Learning Objective : 01-03 Recognize the major concepts that define the operations and supply chain m
Topic : Historical Development of Operations and Supply Chain Management
Accessibility : Screen Reader Compatible

53) The mathematical results of Business Analytics are used to automate decision making and eliminate the decision maker.

53) _____

- ◎ true
- ◎ false

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Difficulty : 1 Easy
Bloom's : Understand
Learning Objective : 01-03 Recognize the major concepts that define the operations and supply chain m
Topic : Historical Development of Operations and Supply Chain Management
Accessibility : Screen Reader Compatible

54) Services cannot be stored.

54) _____

- ◎ true
- ◎ false

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Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-01 Identify the elements of operations and supply chain management (OSCM).
Topic : What Is Operations and Supply Chain Management?
Accessibility : Screen Reader Compatible

55) Service does not require interaction with the customer.

55) _____

◎ true
◎ false

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-01 Identify the elements of operations and supply chain management (OSCM).
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MULTIPLE CHOICE - Choose the one alternative that best completes the statement or answers the question.

56) One reason for studying operations and supply chain management (OSCM) is which of the following?

56) _____

A) OSCM is essential for understanding organizational behavior.
B) Most business graduates do OSCM work regardless of their job title.
C) All managers should understand the basic principles that guide the design of transformation processes.
D) OSCM is a required course in all business degree programs.
E) OSCM is the most rigorous business discipline.

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Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-01 Identify the elements of operations and supply chain management (OSCM).
Topic : What Is Operations and Supply Chain Management?
Accessibility : Screen Reader Compatible

57) The goods-services continuum consists of which set of the following categories?

57) _____

A) No goods, some goods, even mix, some service, no service
B) Pure goods, core goods, core services, pure services
C) No service, some service, good service, excellent service
D) Self-service, help desk service, face-to-face service, service-with-a-smile
E) None of these choices are correct

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Difficulty : 2 Medium
Learning Objective : 01-01 Identify the elements of operations and supply chain management (OSCM).
Topic : Differences between Services and Goods
Bloom's : Apply
Accessibility : Screen Reader Compatible

58) Which of the following are defined as core goods?

58) _____

A) Chemicals
B) Airlines
C) Data storage systems
D) Hotels
E) None of these choices are correct

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Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Difficulty : 2 Medium
Learning Objective : 01-01 Identify the elements of operations and supply chain management (OSCM).
Topic : Differences between Services and Goods
Bloom's : Apply
Accessibility : Screen Reader Compatible

59) Which of the following are not listed in the text as jobs in OSCM?

59) _____

A) Department store manager
B) Project manager
C) Hospital administrator
D) Data center manager
E) Call center manager

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Difficulty : 2 Medium
Learning Objective : 01-02 Know the potential career opportunities in operations and supply chain man
Topic : Careers in Operations and Supply Chain Management
Bloom's : Apply
Accessibility : Screen Reader Compatible

60) Which of the following is not a characteristic that distinguishes services from goods?

60) _____

A) Service jobs are unskilled.
B) A service is intangible.
C) Services are perishable.
D) Services are heterogeneous.
E) None of these choices are correct

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Question Details
AACSB : Analytical Thinking
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Difficulty : 2 Medium
Learning Objective : 01-01 Identify the elements of operations and supply chain management (OSCM).
Topic : Differences between Services and Goods
Bloom's : Apply
Accessibility : Screen Reader Compatible

61) Which of the following is not a way that operations and supply processes are categorized?

61) _____

A) Planning
B) Return
C) Delivery
D) Selecting
E) Making

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 2 Medium
Learning Objective : 01-01 Identify the elements of operations and supply chain management (OSCM).
Topic : Operations and Supply Chain Processes
Accessibility : Screen Reader Compatible

62) One of the "package of features" that make up a service is:

62) _____

Access Complete Test Bank for OperationsÂ and Supply ChainÂ Management 16th Jacobs

A) appearance
B) facilitating goods
C) packaging
D) cost
E) implied use

Question Details
AACSB : Analytical Thinking
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Difficulty : 2 Medium
Learning Objective : 01-01 Identify the elements of operations and supply chain management (OSCM).
Topic : Differences between Services and Goods
Bloom's : Apply
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63) Which of the following is not a measure of operations and supply chain management efficiency used by Wall Street?

63) _____

A) Inventory turnover
B) Days inventory
C) Receivable turnover
D) Earnings per share
E) Asset turnover

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-04 Evaluate the efficiency of a firm.
Topic : Efficiency, Effectiveness, and Value
Accessibility : Screen Reader Compatible

64) Which of the following is a measure of operations and supply management efficiency used by Wall Street?

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64) _____

A) Dividend payout ratio
B) Current ratio
C) Receivable turnover
D) Earnings per share growth
E) Financial leverage

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-04 Evaluate the efficiency of a firm.
Topic : Efficiency, Effectiveness, and Value
Accessibility : Screen Reader Compatible

65) All other things remaining the same, if the sales revenue increases, asset turnover ratio will

65) _____

A) increase.
B) decrease.
C) stay the same.
D) may increase or decrease.
E) there is no way to tell for sure.

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Learning Objective : 01-04 Evaluate the efficiency of a firm.
Topic : Efficiency, Effectiveness, and Value
Difficulty : 2 Medium
Bloom's : Apply
Accessibility : Screen Reader Compatible

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66) Inventory turnover measures:

66) _____

A) the efficiency in turning inventory into sales.
B) liquidity.
C) the speed of receivables collection.
D) liquidity and the efficiency in turning inventory into sales.
E) none of the these.

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Learning Objective : 01-04 Evaluate the efficiency of a firm.
Topic : Efficiency, Effectiveness, and Value
Difficulty : 2 Medium
Bloom's : Apply
Accessibility : Screen Reader Compatible

67) The correct order in the good-services continuum is

67) _____

A) pure services - core Services - core goods - pure goods.
B) pure goods - pure services - core services - core goods.
C) pure goods - pure services - core goods - core services.
D) pure goods - core goods - core services - pure services.
E) core goods - core services - pure goods - pure services.

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Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Difficulty : 1 Easy
Learning Objective : 01-01 Identify the elements of operations and supply chain management (OSCM).
Topic : Differences between Services and Goods
Bloom's : Apply
Accessibility : Screen Reader Compatible

68) The goods-services continuum consists of which set of the following categories?

68) _____

A) No goods, some goods, even mix, some service, no service
B) Pure goods, core goods, core services, pure services
C) No service, some service, good service, excellent service
D) Self-service, help desk service, face-to-face service, service-with-a-smile
E) None of these choices are correct

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Difficulty : 2 Medium
Learning Objective : 01-01 Identify the elements of operations and supply chain management (OSCM).
Topic : Differences between Services and Goods
Bloom's : Apply
Accessibility : Screen Reader Compatible

69) _____ consists of the processes needed to operate an existing supply chain strategically.

69) _____

A) Planning
B) Sourcing
C) Making
D) Delivering
E) Returning

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Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Difficulty : 1 Easy
Learning Objective : 01-01 Identify the elements of operations and supply chain management (OSCM).
Topic : Differences between Services and Goods
Bloom's : Apply
Accessibility : Screen Reader Compatible

70) _____ involves the selection of suppliers that will deliver the goods and services needed to create the firm’s product.

70) _____

A) Planning
B) Sourcing
C) Making
D) Delivering
E) Returning

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Difficulty : 1 Easy
Learning Objective : 01-01 Identify the elements of operations and supply chain management (OSCM).
Topic : Differences between Services and Goods
Bloom's : Apply
Accessibility : Screen Reader Compatible

71) _____ is where the major product is produced or the service provided.

71) _____

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A) Planning
B) Sourcing
C) Making
D) Delivering
E) Returning

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Difficulty : 1 Easy
Learning Objective : 01-01 Identify the elements of operations and supply chain management (OSCM).
Topic : Differences between Services and Goods
Bloom's : Apply
Accessibility : Screen Reader Compatible

72) _____ is where carriers are picked to move products to warehouses and customers, coordinate and schedule the movement of goods and information through the supply network, develop and operate a network of warehouses, and run the information systems.

72) _____

A) Planning
B) Sourcing
C) Making
D) Delivering
E) Returning

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Difficulty : 1 Easy
Learning Objective : 01-01 Identify the elements of operations and supply chain management (OSCM).
Topic : Differences between Services and Goods
Bloom's : Apply
Accessibility : Screen Reader Compatible

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73) _____ involves processes for receiving worn-out, defective, and excess products back from customers and support for customers who have problems with delivered products.

73) _____

A) Planning
B) Sourcing
C) Making
D) Delivering
E) Returning

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Difficulty : 1 Easy
Learning Objective : 01-01 Identify the elements of operations and supply chain management (OSCM).
Topic : Differences between Services and Goods
Bloom's : Apply
Accessibility : Screen Reader Compatible

74) Which of the following is not a "Core Service"?

74) _____

A) Hotels
B) Airlines
C) Internet service providers
D) Universities

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Difficulty : 1 Easy
Learning Objective : 01-01 Identify the elements of operations and supply chain management (OSCM).
Topic : Differences between Services and Goods
Bloom's : Apply
Accessibility : Screen Reader Compatible

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75) What is the term that emphasizes how a factory's capabilities could be used strategically to gain advantage over a competing company?

75) _____

A) Manufacturing strategy
B) Just-in-time
C) Total quality control
D) Lean manufacturing
E) Total quality management

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Learning Objective : 01-04 Evaluate the efficiency of a firm.
Topic : Efficiency, Effectiveness, and Value
Difficulty : 2 Medium
Bloom's : Apply
Accessibility : Screen Reader Compatible

76) This philosophy is an integrated set of activities designed to achieve high-volume production using minimal inventories of parts that arrive exactly when they are needed.

76) _____

A) Manufacturing strategy
B) Just-in-time
C) Total quality control
D) Lean manufacturing
E) Total quality management

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Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Learning Objective : 01-04 Evaluate the efficiency of a firm.
Topic : Efficiency, Effectiveness, and Value
Difficulty : 2 Medium
Bloom's : Apply
Accessibility : Screen Reader Compatible

77) This concept aggressively seeks to eliminate causes of production defects.

77) _____

A) Manufacturing strategy
B) Just-in-time
C) Total quality control
D) Lean manufacturing
E) Total quality management

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Learning Objective : 01-04 Evaluate the efficiency of a firm.
Topic : Efficiency, Effectiveness, and Value
Difficulty : 2 Medium
Bloom's : Apply
Accessibility : Screen Reader Compatible

78) This philosophy seeks to achieve high customer service with minimum levels of inventory investment.

78) _____

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A) Manufacturing strategy
B) Just-in-time
C) Total quality control
D) Lean manufacturing
E) Total quality management

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Learning Objective : 01-04 Evaluate the efficiency of a firm.
Topic : Efficiency, Effectiveness, and Value
Difficulty : 2 Medium
Bloom's : Apply
Accessibility : Screen Reader Compatible

79) What is known as managing the entire organization so it excels in all dimensions of products and services important to the customer?

79) _____

A) Manufacturing strategy
B) Just-in-time
C) Total quality control
D) Lean manufacturing
E) Total quality management

Question Details
AACSB : Analytical Thinking
Accessibility : Keyboard Navigation
Learning Objective : 01-04 Evaluate the efficiency of a firm.
Topic : Efficiency, Effectiveness, and Value
Difficulty : 2 Medium
Bloom's : Apply
Accessibility : Screen Reader Compatible

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Operations and Supply Chain Management 16th Edition by Jacobs CH01
Answer Key

Test name: CH01

1) FALSE
Efficiency means doing something at the lowest possible cost.

2) TRUE
Effectiveness means doing the right things to create the most value for the company.

3) TRUE
Efficiency means doing something at the lowest possible cost. Effectiveness means doing the right things to create the most value. The doctor performed the surgery without error. Because the patient died, no value was created.

4) TRUE
Efficiency means doing something at the lowest possible cost. Effectiveness means doing the right things to create the most value. These are different things.

5) TRUE
Often, maximizing effectiveness and efficiency at the same time creates conflict between the two goals. "Being efficient" at the customer service counter at a local store or bank means using thefewest number of clerks possible at the counter. Being effective, though, means minimizing the amount of time customers need to wait in line.

6) TRUE

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Operations and supply chain management is defined as the design, operation, and improvement of the systems that create and deliver the firm's primary products and services.

7) TRUE
Related to efficiency and effectiveness is the concept of value, which can be metaphorically defined as quality divided by price.

8) TRUE
Often maximizing effectiveness and efficiency at the same time creates conflict between the two goals.

9) TRUE
Central to this thinking was the notion of factory focus and manufacturing trade-offs. Because a factory cannot excel on all performance measures, its management must devise a focused strategy, to perform a limited set of tasks extremely well. This requires trade-offs.

10) FALSE
OSCM is concerned with the management of the entire system that produces a good or delivers a service.

11) TRUE
OSCM is a functional field of business with clear line management responsibilities.

12) FALSE
Think of the supply network as a pipeline through which material and information flow.

13) FALSE
Networks such as this can be constructed for any product or service.

14) TRUE

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Operations and Supply Chain Management 16th Edition by Jacobs CH01

Operations refers to manufacturing, service, and health care processes that are used to transform the resources employed by a firm into products desired by customers.

15) TRUE
Supply chain refers to processes that move information and material to and from the manufacturing and service processes of the firm.

16) FALSE
Supply chain refers to processes that move information and material to and from the manufacturing and service processes of the firm.

17) FALSE
A sustainable strategy that meets the needs of shareholders and employees while preserving the environment is critical.

18) TRUE
Planning consists of the processes needed to operate an existing supply chain strategically. Here a firm must determine how anticipated demand will be met with available resources.

19) FALSE
Operations and supply chain processes can be conveniently categorized…as planning, sourcing, making, delivering, and returning.

20) FALSE
Operations and supply chain processes can be conveniently categorized…as planning, sourcing, making, delivering, and returning.

21) TRUE
All managers should understand the basic principles that guide the design of transformation processes.

22) TRUE

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The field of operations and supply management is ever changing due to the dynamic nature of competing in global business and the constant evolution of information technology.

23) FALSE
Internet technology has made the sharing of reliable real-time information inexpensive.

24) FALSE
Capturing information directly from the source through such systems as point-of-sale, radio-frequency identification tags, bar-code scanners, and automatic recognition has shifted the focus to understanding both what all the information is saying and also how good are the decisions that can be made using it.

25) FALSE
Capturing information directly from the source through such systems as point-of-sale, radio-frequency identification tags, bar-code scanners, and automatic recognition has shifted the focus to understanding both what all the information is saying and also how good are the decisions that can be made using it.

26) FALSE
Operations and supply chain processes can be conveniently categorized as planning, sourcing, making, delivering, and returning.

27) TRUE
A major aspect of planning is developing a set of metrics to monitor the supply chain so that it is efficient and delivers high quality and value to customers.

28) FALSE

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Returning involves the processes for receiving worn-out, defective, and excess products back from customers and support for customers who have problems with delivered products.

29) FALSE
Delivering is also referred to as logistics processes. Carriers are picked to move products to warehouses and customers, coordinate and schedule the movement of goods and information through the supply network, develop and operate a network of warehouses, and run the information systems that manage the receipt of orders from customers and invoicing systems to collect payments from customers.

30) TRUE
There are five essential differences between services and goods. The first is that a service is an intangible process that cannot be weighed or measured, whereas a good is a tangible output of a process that has physical dimensions.

31) FALSE
A service innovation, unlike a product innovation, cannot be patented.

32) FALSE
There are five essential differences between services and goods. One of these is that services are inherently heterogeneous.

33) TRUE
The specifications of a service are defined and evaluated as a package of features that affect the five senses.

34) FALSE
In Exhibit 1.4, automobiles and appliances are classified as "core goods."

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35) TRUE
Core service providers must integrate tangible goods.

36) TRUE
Product-service bundling refers to a company building service activities into its product offerings for its customers.

37) TRUE
OSCM jobs are hands-on, working with people and figuring out the best way to do things.

38) FALSE
Both supply chain manager and purchasing manager are listed as typical management and staff jobs in operations and supply chain management.

39) TRUE
JIT was pioneered by the Japanese.

40) TRUE
JIT—coupled with total quality control (TQC)—is now a cornerstone in many manufacturers' production practices, and the term "lean manufacturing" is used to refer to the set of concepts.

41) TRUE
Helping the quality movement along is the Baldrige National Quality Award, which was started in 1987 under the direction of the National Institute of Standards and Technology.

42) FALSE
Business process reengineering seeks to make revolutionary changes as opposed to evolutionary changes.

43) TRUE

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Business process reengineering seeks to make revolutionary changes as opposed to evolutionary changes.

44) TRUE
Business process reengineering seeks to make revolutionary changes as opposed to evolutionary changes (which are commonly advocated in TQM).

45) TRUE
Management must now consider the mandates related to the ongoing economic, employee, and environmental viability of the firm (the triple bottom line).

46) FALSE
Sustainability is the ability to maintain balance in a system.

47) FALSE
Originally developed in the 1980s as part of total quality management, six-sigma quality in the 1990s saw a dramatic expansion as an extensive set of diagnostic tools was developed. These tools have been taught to managers as part of "green and black belt programs" at many corporations.

48) TRUE
Originally developed in the 1980s as part of total quality management, six-sigma quality in the 1990s saw a dramatic expansion as an extensive set of diagnostic tools was developed. These tools have been taught to managers as part of "green and black belt programs" at many corporations.

49) TRUE

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The central idea of supply chain management is to apply a total system approach to managing the flow of information, materials, and services from raw material suppliers through factories and warehouses to the end customer.

50) FALSE
The term "electronic commerce" refers to the use of the Internet as an essential element of business activity.

51) TRUE
The term "electronic commerce" refers to the use of the Internet as an essential element of business activity.

52) FALSE
Business analytics is the use of current business data to solve business problems using mathematical analysis.

53) FALSE
These mathematical results can either be used to support the decision maker or to automate decision making.

54) TRUE
Services as a process are perishable and time dependent, and unlike goods, they can’t be stored.

55) FALSE
Service requires some degree of interaction with the customer for it to be a service.

56) C
All managers should understand the basic principles that guide the design of transformation processes.

57) B

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Refer to the Goods-Services Continuum Exhibit in the text.

58) C
Refer to the Exhibit 1.4 on goods and services in the text.

59) D
Typical management and staff jobs in operations and supply chain management do not list data center manager.

60) A
There are five essential differences between services and goods. The first is that a service is an intangible process that cannot be weighed or measured, whereas a good is a tangible output of a process that has physical dimensions. The second is that a service requires some degree of interaction with the customer for it to be a service. The third difference is that services, with the big exception of hard technologies and information technologies are inherently heterogeneous. The fourth difference is that services as a process are perishable and time dependent, and unlike goods, they can't be stored. And fifth, the specifications of a service are defined and evaluated as a package of features that affect the five senses.

61) D
Operations and supply chain processes can be conveniently categorized as planning, sourcing, making, delivering, and returning.

62) B
The package of features that make up a service is listed in the text and includes facilitating goods.

63) D

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Earnings per share is not a measure of operations and supply chain efficiency. See Exhibit 1.6 Management Efficiency Ratios Used by Wall Street.

64) C
Receivables turnover, the correct answer, is listed in Exhibit 1.6 Relationship of Business Management Efficiency Ratios Measures Used by Wall Street.

65) A
Since sales revenue is in the numerator of equation [1.3], and no other variable on the right hand side of equation [1.3] is affected, inventory turnover will increase.

66) D
See discussion under equation [1.2].
67) D
See Exhibit 1.4 discussing the goods-services continuum.

68) B
Refer to the Goods-Services Continuum Exhibit in the text.

69) A
See list in the "Categorizing Operations and Supply Chain Processes" section.

70) B
See list in the "Categorizing Operations and Supply Chain Processes" section.

71) C
See list in the "Categorizing Operations and Supply Chain Processes" section.

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72) D
See list in the “Categorizing Operations and Supply Chain Processes” section.

73) E
See list in the “Categorizing Operations and Supply Chain Processes” section.

74) D
See Exhibit 1.4.

75) A
See the list of terms in the “The Major Concepts that Define the OSCM Field” section.

76) B
See the list of terms in the “The Major Concepts that Define the OSCM Field” section.

77) C
See the list of terms in the “The Major Concepts that Define the OSCM Field” section.

78) D
See the list of terms in the “The Major Concepts that Define the OSCM Field” section.

79) E
See the list of terms in the “The Major Concepts that Define the OSCM Field” section.

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