

File: ch01, Chapter 1: Operations Management

1. Operations management is concerned with the _____ of a firm's productive systems.
 - a. design
 - b. operation
 - c. improvement
 - d. **All of these answer choices are correct.**
2. The transformation process associated with health care is best described as
 - a. locational
 - b. exchange
 - c. **physiological**
 - d. informational
3. All of the following are transformation processes discussed in the text **except**
 - a. physiological.
 - b. locational.
 - c. exchange.
 - d. **spiritual.**
4. Which of the following is not one of the four primary functional areas of a firm?
 - a. human resources
 - b. **legal**
 - c. marketing
 - d. operations
5. All of the following are responsibilities of operations managers except
 - a. **acquiring financial resources**
 - b. managing inventories
 - c. planning production
 - d. scheduling production
6. Which of the following is not an event or concept associated with the quality revolution?
 - a. TQM (total quality management)
 - b. **Internet**
 - c. Six Sigma
 - d. JIT
7. Linear programming, waiting line, simulation, and PERT/CPM are all elements of which era of operations and supply chain management?
 - a) Quality Research
 - b) **Operations Research**
 - c) Internet Revolution
 - d) Globalization

Service Operation Management Exam Questions

Robert H. Lawson



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Operations Management Andrew Greasley, 2007-12-12 The SAGE Course Companion on Operations Management is an accessible introduction to the subject that will help readers to extend their understanding of key concepts and enhance their thinking skills in line with course requirements It provides support on how to revise for exams and prepare for and write assessed pieces Readers are encouraged not only to think like an operations manager but also to think about the subject critically

The IT Service Management Foundation Exam Guide Michael Scarborough, 2010-12-10 The IT Service Management Foundation Exam Guide is a practically oriented guide to passing the ITIL v3 Foundation exam It is designed to work as a supplement to an instructor led training class or as a tool for self study *ITIL Foundation Exam Study Guide* Liz Gallacher, Helen Morris, 2012-08-15 Everything you need to prepare for the ITIL exam Accredited to 2011 syllabus The ITIL Information Technology Infrastructure Library exam is the ultimate certification for IT service management This essential resource is a complete guide to preparing for the ITIL Foundation exam and includes everything you need for success Organized around the ITIL Foundation 2011 syllabus the study guide addresses the ITIL Service Lifecycles the ITIL processes roles and functions and also thoroughly explains how the Service Lifecycle provides effective and efficient IT services Offers an introduction to IT service management and ITIL V3 service strategy Highlights the topics of service design and development and the service management processes Reviews the building testing authorizing documenting and implementation of new and changed services into operation Addresses creating and maintaining value for customers through monitoring and improving services processes and technology Download valuable study tools including practice exams flashcards a glossary of key terms and more If you prefer self study over the more expensive training course but you don't want to skimp on information or preparation then this study guide is for you [Strategic Operations Management](#) Robert H. Lowson, 2003-08-29 This text combines four themes strategy services innovation and management of relationships both in the supply chain and with other players Mini case studies are used to supplement the text [ITIL Intermediate Certification Companion Study Guide](#) Helen Morris, Liz Gallacher, 2016-04-18 Complete detailed preparation for the Intermediate ITIL Service Lifecycle exams ITIL Intermediate Certification Companion Study Guide is the ultimate supporting guide to the ITIL Service Lifecycle syllabus with full coverage of all Intermediate ITIL Service Lifecycle exam objectives for Service Operation Service Design Service Transition Continual Service Improvement and Service Strategy Using clear and concise language this useful companion guides you through each Lifecycle module and each of the process areas helping you understand the concepts that underlie each skill required for certification Illustrative examples demonstrate how these skills are applied in real life scenarios helping you realize the importance of what you're learning each step of the way Additional coverage includes service strategy principles and processes governance organization implementation and technology considerations plus guidance toward common challenges and risks ITIL is the most widely adopted approach for IT Service Management in

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designed to support teaching and learning when using this textbook and are available at no extra cost

IT Service Management Foundation Practice Questions Steve Mann, Tony Gannon, Nigel Mear, 2012 The most authoritative guide to preparing for the ITIL Foundation Certificate in IT Service Management It includes an extensive range of practice questions complete with explanations and key learning points and provides a wealth of background knowledge This new edition is compatible with the 2011 update to ITIL and utilises the experience of three established independent service management consultants and experienced lecturers An ITIL licensed product

Passing Your ITIL Intermediate Exams Shirley Lacy, Office of Government Commerce, Candace Tarin, 2010 This book presents the latest syllabus content and expert examination guidance making it the definitive study aid for the IT service management intermediate examinations Containing practical advice for candidates on how to prepare for and answer examination questions on the service lifecycle and service capability streams the book also covers the syllabus topics which are common across most of the modules Chapters are organised with references to the core publications and self assessment questions help students prioritise those topics they need to revise The book contains sample exam questions advice on how to dissect questions and scenarios and exam answers that are thoroughly explained to aid the learning process

EBOOK: Operations and Supply Chain Management, Global edition F. Robert Jacobs, Richard Chase, 2013-06-16 Resourceful companies today must successfully manage the entire supply flow from the sources of the firm through the value added processes of the firm and on to the customers of the firm The fourteenth Global Edition of Operations and Supply Chain Management provides well balanced coverage of managing people and applying sophisticated technology to operations and supply chain management

EBOOK: Operations Management Steve Paton, Ben Clegg, Hsuan Juliana, Alan Pilkington, 2011-01-16 Operations Management is all around us and is integral to every industry Using contemporary and engaging examples this brand new text book brings to life fundamental Operations Management principles and theories that are applicable to both manufacturing and service situations reflecting the very latest developments in this dynamic field

ITIL® 4 - A Pocket Guide Jan van Bon, 2019-04-30 The ITIL pocket guides of Van Haren Publishing are since long recognized as the industry classic guide on the topic of ITIL in many languages Over the years this authoritative guide has earned its place on the bookshelves and in the briefcases of industry experts as they implement best practices within their organizations This pocket guide will provide readers with an understanding of the ITIL 4 service management framework by understanding the key concepts of service management understanding how the seven ITIL guiding principles can help an organization adopt and adapt service management understanding the four dimensions of service management understanding the purpose and components of the ITIL service value system understanding the six activities of the service value chain and how they interconnect knowing the purpose and key terms of 15 of the 34 ITIL practices understanding seven of these 15 ITIL practices in detail All exam requirements for the ITIL 4 Foundation exam are covered in this pocket guide It also provides support for everyone who has knowledge of

previous ITIL editions and is looking for a bridge to the new edition ITIL 4 took a big leap into the modern world of IT service management covering the latest principles and practices in a customer focused service centric way enabling Agile principles for maximum support of any business

Jacaranda Key Concepts in VCE Business Management Units 3 and 4 7e learnON & Print & studyON Stephen J. Chapman, Matthew Richardson, Graeme Smithies, Simon Phelan, Helen

Rabenda, 2022-12-19 Jacaranda Key Concepts in VCE Business Management Units 3 4 6th Edition learnON Print studyON

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learning personalised and visible for both students and teachers

Operational Support and Analysis John

Sansbury, 2010 This user friendly book will help candidates pass the ITIL OSA Intermediate examination It references the

source material from the core ITIL texts and helps readers make sense of the technical and complex ITIL terminology

Operations Management Alison Bettley, David Mayle, Tarek Tantoush, 2005-11-18 This reader is an outstanding piece of work It captures the essence of operations management by providing an interesting and sometimes provoking set of readings

It also provides an excellent review of the topic Its approach to operations management is both topical and comprehensive

The editors have done an outstanding job of including many of the significant recent developments in the area particularly in

the technology and operations strategy areas Nigel Slack Professor of Operations Strategy Warwick University How have

consumer demands environmental and ethical concerns the advancement of technology and the globalization of business

changed and redefined operations management This Reader explains new and emerging areas and re evaluates some

important mainstream issues Leading specialists contribute their experiences and thoughts on four key areas They are

Strategy makes the case for regarding operations as a strategic asset in their own right Methodology examines the myriad of

approaches taken towards process improvement Technology asks why problems associated with the implementation of

technology continue to dog organisations Human Issues repositions human input to the top of the operational agenda

CIMA E1 BPP Learning Media, 2012-08-01 CIMA offers a business qualification with a finance focus aiming to produce

members with accounting prowess who are skilled in strategic decision making 98% of its members work in business the

highest proportion of any worldwide accountancy body The CIMA E1 exam covers a variety of topics that are unrelated but

are all essential to the running of a successful business There is a strong theoretical basis to this subject and it is important

that students understand how to apply these theories in the real world The key E1 subject areas are The global business

environment Information systems Marketing Managing human capital The E1 Study Text comprehensively covers all the E1

syllabus areas It breaks down each topic into manageable chunks and clearly describes all relevant theories The questions in

the question bank demonstrate how these theories should be applied in an exam situation

ITIL Lifecycle Essentials

Claire Agutter, 2013-03-28 Gives ITIL Foundation candidates a comprehensive overview of the key elements concepts and

terminology used in the ITIL service lifecycle **Process Improvement and CMMI for Systems and Software** Ron S. Kenett, Emanuel Baker, 2010-03-09 Process Improvement and CMMI for Systems and Software provides a workable approach for achieving cost effective process improvements for systems and software Focusing on planning implementation and management in system and software processes it supplies a brief overview of basic strategic planning models and covers fundamental concepts and appr Manufacturing & Service Operations Management ,2000

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