

Operations Management, 13e (Heizer/Render/Munson)
Chapter 1 Operations and Productivity

Section 1 What is Operations Management?

1) Some of the operations-related activities of Hard Rock Café include designing music instruments and analyzing them for cost and labor requirements.

Answer: FALSE

Diff: 1

Objective: LO 1.1 Define operations management

Learning Outcome: Discuss operations and operations management as a competitive advantage for the organization

2) Because Hard Rock Cafés are themed restaurants, operations managers focus their layout design efforts on attractiveness while paying little attention to efficiency.

Answer: FALSE

Diff: 1

Objective: LO 1.1 Define operations management

Learning Outcome: Discuss operations and operations management as a competitive advantage for the organization

3) All organizations, including service firms such as banks and hospitals, have a production function.

Answer: TRUE

Diff: 2

Objective: LO 1.1 Define operations management

Learning Outcome: Discuss operations and operations management as a competitive advantage for the organization

4) Operations management is the set of activities that creates value in the form of tangible goods, not services, by transforming inputs into outputs.

Answer: FALSE

Diff: 1

Objective: LO 1.1 Define operations management

Learning Outcome: Discuss operations and operations management as a competitive advantage for the organization

5) Production is the creation of goods and services.

Answer: TRUE

Diff: 2

Objective: LO 1.1 Define operations management

Learning Outcome: Discuss operations and operations management as a competitive advantage for the organization

Operations Management Heizer Answer Key Quiz

A Gutmann



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