***Chapter 7 Revision Test (20 marks)***

Part A: Multiple choice questions (5 marks)

1. Banking is part of which industry sector:

A primary

 B secondary

 C tertiary

 D manufacturing

1. Jason can currently bake 100 cookies per hour in the small commercial oven in his Bakery. After purchasing and installing a new commercial oven, Jason can bake 500 cookies per hour. Jason’s productivity has increased by:

 A 500%

B 600%

C 250%

 D 400%

1. Goods and services providers share the following similarity in their operations systems:

A utilise technology

B aim to product a high quality product

C deal with customers and suppliers

D all of the above

1. Which functional area listed below is integral to operations management:

A management

B finance

C human resources

D marketing

1. Management of the operations system determines:

A quality of product

B cost of product

C quantity of product

D all of the above

Part B: Short answer questions (15 marks)

1. Define the term ‘operations management’. (1 mark)
2. Analyse the relationship between operations management and business objectives. (4 marks)
3. Describe the key elements of an operations system and provide examples. (4 marks)
4. Identify and explain three differences between operations management in manufacturing and service businesses. (3 marks)
5. Define the term productivity and explain two factors that determine productivity. (3 marks)