***Chapter 8 Revision Test (20 marks)***

Part A: Multiple choice questions (5 marks)

1. The use of computers to control machinery, tools and equipment in order to produce a product is commonly called:

A CIM

B CAD

C CAM

D FMS

1. A well-designed website:

A is a marketing tool

B a source of product / service information for customers

C can serve in place of a shop front, facilitating the sale of goods and services

D all of the above

1. Which of the following tools assists with optimising materials management by calculating what materials will be required in what quantities and when.

A master production schedule (MPS)

B forecasting

C materials requirement planning (MRP)

D just in time (JIT)

1. Inventory is the storage of:

A raw materials and component parts

B work in progress

C finished goods

D all of the above

1. Quality assurance:

A may involve the use of an external ‘certification body’

B is a reactive quality management system

C detects and eliminates errors after they occur

D is about establishing an efficient logistics system

Part B: Short answer questions (15 marks)

1. Using an example, explain how technology has impacted on the operations of service industries. (2 marks)
2. Define the term ‘ecommerce’ and describe three benefits of this type of business. (4 marks)
3. Describe one way in which a business can improve the efficiency and effectiveness of operations using: technology, materials, quality and waste minimisation: (2 x 4 marks = 8 marks)
4. Identify the four core TQM concepts. (1 mark)