

MBA II Sem III

MCQs: [304 OPE] – [Service Operation Management]

Sr. No.	Question	Answer
1	Which of the following is not a distinct characteristic of services ____? (A) Inconsistency (B) Intangibility (C) Variability (D) Inseparability	A
2	Services are typically produced and consumed simultaneously. This is an example of the ____ characteristic of services. (A) Intangibility (B) Inseparability (C) Simultaneously (D) Variability	B
3	Services cannot be stored. This describes the ____ characteristic of services. (A) Inseparability (B) Perishability (C) Inconsistency (D) Intangibility	C
4	SSTs refers to ____. (A) Standard service technologies (B) Self-service technologies (C) Service standards testing (D) Self-service treatments	B
5	Business can counter the threats of competitive forces by implementing the five basic competitive strategies. Which of the following is not one of them? (A) Quality compromise (B) Differentiation & Innovation (C) Growth & Alliance (D) Cost Leadership	A
6	Your text outlines five competitive forces that shape the structure of competition in its industry. Which one of the following is NOT one of the five basic competitive forces discussed in your text? (A) The bargaining power of customers. (B) Threat of new entrants. (C) Threat of substitutes. (D) Strategic dominance.	D
7	The value chain concept was developed by Michael Porter, where a firm is viewed as a series, or chain, or network of basic activities that add value to its products and services, and thus add a margin of value to the firm. One of the primary activities in a firm's "value chain" typically include: (A) Administrative services. (B) Technology development. (C) Marketing and sales	C

	(D) Human resource management.	
8	A drawback to a business of using just in time stock control is: (A) High insurance costs (B) Stock could quickly become out of date or obsolete (C) Storage costs will be high (D) Delays in deliveries could result in idle resources	D
9	The most important determinant of service quality is: (A) Reliability (B) Tangibles (C) Assurance (D) Responsiveness	A
10	_____ cost refers to the product's purchase cost plus the discounted cost of maintenance and repair less the discounted salvage value. (A) Variable (B) Life cycle (C) Net (D) Out-of-pocket	B
11	Because a physical product does not exist, the _____ of the service provider's are especially important. (A) Logo (B) Brand image (C) Characters (D) Facilities	D
12	Added features to an offering are called _____ service features. (A) Secondary (B) Augmented (C) Perceived (D) Primary	A
13	A transaction in which the organization is making an initial purchase of an item to be used to perform a new job refers to which of the following purchases? (A) Straight re-purchase (B) Delayed purchase (C) New-task purchase (D) Modified re-purchase	C
14	Which file contain important information regarding on items flow through the shop ? (A) Routing file (B) Work centre master file (C) Control files (D) Item master file	A
15	Which of the following is the sequence of operations through which product must pass (A) Scheduling (B) Critical path (C) Transformation path (D) Routing	D
16	The short term scheduling activity called loading	C

	<p>(A) Assign dates to specific jobs or operations steps (B) Specifies the order in which jobs should be done at each center (C) Assigns jobs to work centers (D) Assign workers to jobs</p>	
17	<p>Sequencing (or dispatching) (A) Assign dates to specific jobs or operations (B) Assign jobs to work centers (C) Specifies the order in which job should be done at each centre (D) Assigns workers to jobs</p>	C
18	<p>Which of the following chart will indicate only the cumulative workloads for each job and to what extent the work centers are to be scheduled? (A) Flowchart (B) Gantt chart (C) Gantt progress chart (D) CPM chart</p>	B
19	<p>Which of the following are the factors on which the choice of a forecasting method depends? 1. Data availability 2. Product life cycle 3. Accuracy required 4. Volume of demand (A) Options 1 & 2 (B) Options 2 & 4 (C) Options 1 & 3 (D) Options 2 & 3</p>	C
20	<p>Forecast error is equal to minus Forecast demand. (A) Actual decision (B) Actual demand (C) Actual forecast (D) Actual allowance</p>	B
21	<p>_____ and _____ are the two well-known methods of make or buy decisions. (A) Matching demand, level capacity (B) Forecast demand, matching demand (C) Dispatching, expediting (D) Estimating, routing</p>	A
22	<p>In production planning function , It is a process of determining sequence of operations to be performed in the production process ,we are thinking about</p> <p>(A) Routing (B) Estimating (C) Scheduling (D) Loading</p>	A
23	<p>Which of the following is not a forecasting technique? (A) Judgmental (B) Time series (C) Time horizon (D) Associative</p>	C

24	In production planning function , It Involves fixing priorities for each job and determining the starting time & finishing time ,we are thinking about (A) Routing (B) Estimating (C) Scheduling (D) Loading	C
25	Which of the following is not one of the four types of variation that is estimated in time-series analysis? (A) Predictable (B) Trend (C) Cyclical (D) Irregular	A
26	In production planning function , when we say Decide the quantity of products to be produced & cost involved on the basis of sales forecast we are thinking about (E) Routing (F) Estimating (G) Scheduling (H) Loading	B
27	Which of the following is not a qualitative forecasting technique? (A) Surveys of consumer expenditure plans (B) Perspectives of foreign advisory councils (C) Consumer intention polling (D) Time-series analysis	D
28	Time-series analysis is based on the assumption that (A) Random error terms are normally distributed. (B) There are dependable correlations between the variable to be forecast and other independent variables. (C) Past patterns in the variable to be forecast will continue unchanged into the future. (D) The data do not exhibit a trend.	C
29	Which of the below is not in the procedure of routing? (A) Product Analysis (B) Waste Material (C) Manufacturing operation (D) Production cost	B
30	_____ plan and manage the project on a day-to-day basis for this stage _____ define the coordination, control activities and identify the suitable personnel to carry them out. (A) Project coordinators, stage teams (B) Stage managers, project coordinators (C) Stage teams, key stakeholders (D) Stage managers, key stakeholders	B
31	Which of the following quality control tools helps in pin-pointing the exact points at which errors have crept in?	D

	<p>(A) Histogram (B) Flow chart (C) Scatter diagram (D) Control charts</p>	
32	<p>Which of the following is the creation of database, by developers in association with the business analyst, to generate diagrams and documentation? (A) Logical model (B) Physical model (C) Data model (D) Process model</p>	B
33	<p>_____ involves understanding the scope and various processes in a project cycle. (A) Project management (B) Total quality management (C) Process management (D) Program management</p>	A
34	<p>Analyzes historical data to reveal relationships between (easily or in advance) observable quantities and forecast quantities. Uses this relationship to make predictions. (A) Judgmental (B) Associative models (C) Time series (D) Line regression</p>	B
35	<p>Which of the below is not a time series model? (A) Simple moving average (B) Trend adjusted ES (C) ARIMA (D) Delphi</p>	D
36	<p>Time series method & Use historical data as the basis of estimating future outcomes is used in (A) Extrapolation (B) Correlation (C) Combination of both (D) None of all</p>	A
37	<p>Relates system loads to various demographic and economic factors and Knowledge about the interrelationship between nature of load growth and other measurable factors is done in which type of forecasting method? (A) Extrapolation (B) Technical (C) Correlation (D) Combination of both</p>	C
38	<p>What is not important for production planning and control? (A) Increasing production (B) Co-coordinating Plant Activity (C) Cost uncontrolled (D) Rationalization of Production Activities</p>	C
39	<p>The outcomes of the logical model and physical model are called</p>	C

	<p>the _____ and _____</p> <p>(A) Control flow diagrams, business process diagrams (B) Business process diagrams, data flow diagrams (C) Entity relationship diagrams, business process diagrams (D) Entity relationship diagrams, control flow diagrams</p>	
40	<p>A is a document providing information and instructions for converting the raw material in finished part or product.</p> <p>(A) Rough Sheet (B) Route Sheet (C) Spread Sheet (D) Master Sheet</p>	B
41	<p>A is an instrument to measure changes. This method is based on the notion that “the future can be predicted from certain happenings in the present.”</p> <p>(A) Regression analysis (B) Barometer (C) Econometric Module (D) Trend projection method</p>	B
42	<p>..... is considered to be the foundation for planning & controlling the production activities. On the basis of earlier production programmes in terms of sales, delivery date, etc., a master schedule is prepared. On this basis, the feasibility of a new production programme is evaluated.</p> <p>(A) Plant Layout (B) Master scheduling (C) Simple Scheduling (D) Plant</p>	B
43	<p>..... is concerned with the execution of the planning functions. It gives necessary authority to start a particular work which has already planned under routing and scheduling functions.</p> <p>(A) Packaging (B) Manufacturing (C) Dispatching (D) Producing</p>	C
44	<p>The are those which take place after some time lag with respect to the business cycle. Examples of lagging series are, labour cost per unit of the manufacturing output, loans outstanding, leading rate of short term loans, etc.</p> <p>(A) The leading series (B) Lagging series (C) Barometric technique (D) Coincident or concurrent series</p>	B
45	<p>Routing process does not include.</p> <p>(A) Deciding what part to be purchase (B) Determining plant requirement (C) Determining manufacturing & operation sequence (D) Determining a lot size</p>	B
46	<p>“Whether the products manufactured are of requisite quality or not is it carried</p>	B

	<p>on at various levels of production process so that pre-determined standards of quality are achieved” this function is included in.....</p> <p>(A) Follow up (B) Inspection (C) Manufacturing (D) Packaging</p>	
47	<p>Which of the below is not the document require for dispatching?</p> <p>(A) Material requisitions (B) Work order (C) Control sheet (D) External delivery note</p>	D
48	<p>Forecast error is equal to minus Forecast demand.</p> <p>(A) Actual decision (B) Actual demand (C) Actual forecast (D) Actual allowance</p>	B
49	<p>Which of the below is not a model of forecasting.</p> <p>(A) Delphi Method (B) Interactive Approach (C) Executive Approach (D) Management Approach</p>	D
50	<p>Objective analysis historical data assuming the future will be like the past</p> <p>(A) Judgmental (B) Associative models (C) Line regression (D) Time series</p>	D