**Chapter 9: Process Design and Layout Planning**

**Test Bank**

**Multiple Choice**

1. Which of the following is NOT among the most important and strategic decisions that operations managers have to make?

a. designing quality products and services

b. capacity planning

c. process design

d. hiring employees to deliver products/services

Ans: D

Cognitive Domain: Comprehension (Understand)

Learning Objective: 9-1. Argue for the strategic importance of process selection to an organization, and identify factors that affect process choice.

Answer Location: Operations Profile: Process Redesign at Mars: Moving Toward Sustainability and Social Responsibility

Difficulty Level: Easy

AACSB: Systems and processes in organizations, including planning and design, production/operations, supply chains, marketing, and distribution

2. Today, businesses are under intense pressure to \_\_\_\_\_\_.

a. meet the goals of sustainability

b. employ as many people as possible to be socially responsible

c. make sure business is conducted in as many different countries as possible

d. ensure only locally available resources are used

Ans: A

Cognitive Domain: Comprehension (Understand)

Learning Objective: 9-1. Argue for the strategic importance of process selection to an organization, and identify factors that affect process choice.

Answer Location: Operations Profile: Process Redesign at Mars: Moving Toward Sustainability and Social Responsibility

Difficulty Level: Easy

AACSB: Systems and processes in organizations, including planning and design, production/operations, supply chains, marketing, and distribution

3. Which of the following terms is correctly paired with its description?

a. A process is a collection of interrelated tasks that convert specific inputs into specific outputs.

b. A process design is the most cost-effective way to convert locally available resources into products for the international market.

c. A process is also known as a project.

d. A process design is the most cost-effective way to be in compliance with government regulations.

Ans: A

Cognitive Domain: Knowledge (Remember)

Learning Objective: 9-1. Argue for the strategic importance of process selection to an organization, and identify factors that affect process choice.

Answer Location: Designing, Selecting, and Redesigning Manufacturing Processes

Difficulty Level: Easy

AACSB: Systems and processes in organizations, including planning and design, production/operations, supply chains, marketing, and distribution

4. A firm’s process strategy is \_\_\_\_\_\_.

a. the strategy a firm follows to produce goods and services determined by resource availability

b. the process used to allocate resources between a conglomerate’s different businesses

c. the strategy used to facilitate the choice between rebate coupons and advertising to promote sales

d. the strategy used to be in compliance with government regulations

Ans: A

Cognitive Domain: Comprehension (Understand)

Learning Objective: 9-1. Argue for the strategic importance of process selection to an organization, and identify factors that affect process choice.

Answer Location: Designing, Selecting, and Redesigning Manufacturing Processes

Difficulty Level: Easy

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

5. Companies have the option of choosing from the following types of processes except \_\_\_\_\_\_.

a. project

b. fixed

c. batch

d. repetitive

Ans: B

Cognitive Domain: Comprehension (Understand)

Learning Objective: 9-1. Argue for the strategic importance of process selection to an organization, and identify factors that affect process choice.

Answer Location: Basic Process Types

Difficulty Level: Easy

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

6. Which of the following types of process is correctly described?

a. A project process is used when the product is unique and typically produced one at a time to the customer’s specifications.

b. A job-shop process is used when the processing requirements are identical for each product.

c. A continuous process is used when the production process runs from beginning to end of each working day.

d. A flexible process is used when the same resources and equipment can be used to produce entirely different products, ranging from refining oil to producing automobiles.

Ans: A

Cognitive Domain: Application (Apply)

Learning Objective: 9-1. Argue for the strategic importance of process selection to an organization, and identify factors that affect process choice.

Answer Location: Basic Process Types

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

7. In a job-shop process, processing requirements are different for each product because \_\_\_\_\_\_.

a. they contribute to economies of scale in production

b. they produce unique products in low volumes

c. they contribute to economies of scope in production

d. they facilitate continuous production

Ans: B

Cognitive Domain: Application (Apply)

Learning Objective: 9-1. Argue for the strategic importance of process selection to an organization, and identify factors that affect process choice.

Answer Location: Basic Process Types

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

8. A project process is best when \_\_\_\_\_\_.

a. there is low demand for a product

b. there is low investment of resources

c. no government regulations are applicable

d. labor is not required, and the project is completely automated

Ans: A

Cognitive Domain: Application (Apply)

Learning Objective: 9-1. Argue for the strategic importance of process selection to an organization, and identify factors that affect process choice.

Answer Location: Basic Process Types

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

9. A batch process is used to produce products in \_\_\_\_\_\_.

a. large variety in moderate volumes

b. moderate variety in large volumes

c. moderate variety in moderate volumes

d. large variety in large volumes

Ans: C

Cognitive Domain: Application (Apply)

Learning Objective: 9-1. Argue for the strategic importance of process selection to an organization, and identify factors that affect process choice.

Answer Location: Basic Process Types

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

10. Which process does a service firm such as a credit card company use to process bills?

a. project process

b. batch process

c. repetitive process

d. unique process

Ans: B

Cognitive Domain: Application (Apply)

Learning Objective: 9-1. Argue for the strategic importance of process selection to an organization, and identify factors that affect process choice.

Answer Location: Basic Process Types

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

11. Which of the following is NOT a goal of a repetitive process?

a. high customer satisfaction

b. low unit costs

c. high efficiency

d. high volume of production

Ans: A

Cognitive Domain: Application (Apply)

Learning Objective: 9-1. Argue for the strategic importance of process selection to an organization, and identify factors that affect process choice.

Answer Location: Basic Process Types

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

12. A continuous process is characterized by the following except that \_\_\_\_\_\_.

a. it is highly automated

b. it operates 24 hours a day

c. it devotes to the production of highly customized products

d. its output typically cannot be counted individually

Ans: C

Cognitive Domain: Application (Apply)

Learning Objective: 9-1. Argue for the strategic importance of process selection to an organization, and identify factors that affect process choice.

Answer Location: Basic Process Types

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

13. In which process is a product tailored to the customer’s specifications?

a. job-shop process

b. continuous process

c. project process

d. batch process

Ans: C

Cognitive Domain: Application (Apply)

Learning Objective: 9-1. Argue for the strategic importance of process selection to an organization, and identify factors that affect process choice.

Answer Location: Basic Process Types

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

14. Shifting from one production process to another \_\_\_\_\_\_.

a. is difficult

b. is inexpensive

c. can be done quickly

d. can be done without human intervention

Ans: A

Cognitive Domain: Application (Apply)

Learning Objective: 9-1. Argue for the strategic importance of process selection to an organization, and identify factors that affect process choice.

Answer Location: Basic Process Types

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

15. If a company’s production process is not aligned with the volume and variety demanded of the product, then \_\_\_\_\_\_.

a. the company has made a bad decision with regard to choice of process

b. the company needs to stop production

c. the company needs to find a new market for its product

d. the company needs to offshore its production

Ans: A

Cognitive Domain: Application (Apply)

Learning Objective: 9-1. Argue for the strategic importance of process selection to an organization, and identify factors that affect process choice.

Answer Location: Basic Process Types

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

16. Mass customization combines the advantages of which two processes?

a. job-shop and continuous

b. job-shop and project

c. project and continuous

d. continuous and batch

Ans: A

Cognitive Domain: Application (Apply)

Learning Objective: 9-1. Argue for the strategic importance of process selection to an organization, and identify factors that affect process choice.

Answer Location: Mass Customization Processes

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

17. Achieving successful make-to-order product designs requires that companies use technologies such as \_\_\_\_\_\_.

a. computer-aided design (CAD)

b. process mapping

c. Pareto analysis

d. interchangeable parts

Ans: A

Cognitive Domain: Application (Apply)

Learning Objective: 9-1. Argue for the strategic importance of process selection to an organization, and identify factors that affect process choice.

Answer Location: Mass Customization Processes

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

18. Which of the following is not a production strategy that offers a flexible process required for mass customization?

a. lean manufacturing

b. synchronous manufacturing

c. agile manufacturing

d. poke yoke

Ans: D

Cognitive Domain: Application (Apply)

Learning Objective: 9-3. Defend the reasons that it is important for companies to synchronize their internal processes with the external processes of their supply chain partners.

Answer Location: Rapid and Innovative Product Designing Systems

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

19. Which of the following terms is correctly described?

a. Lean manufacturing allows a company to achieve efficient levels of high-volume, low-cost production.

b. Synchronous manufacturing reduces flexibility in responding to customer demand.

c. Agile manufacturing refers to manufacturing in multiple locations.

d. Distributed manufacturing refers to using different teams in the manufacturing process to maintain objectivity.

Ans: A

Cognitive Domain: Application (Apply)

Learning Objective: 9-3. Defend the reasons that it is important for companies to synchronize their internal processes with the external processes of their supply chain partners.

Answer Location: Flexibility

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

20. Agile manufacturing is \_\_\_\_\_\_.

a. the ability of an organization to respond quickly to market changes to produce high-quality products at a reasonable cost

b. the ability of an organization to produce high-quality products while avoiding waste

c. the ability of an organization to respond quickly to customer demands while avoiding defects in production

d. the ability of an organization to produce high-quality products using automated processes and without using any human intervention

Ans: A

Cognitive Domain: Application (Apply)

Learning Objective: 9-3. Defend the reasons that it is important for companies to synchronize their internal processes with the external processes of their supply chain partners.

Answer Location: Flexibility

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

21. Disadvantages of mass customization include \_\_\_\_\_\_.

a. high capital investment

b. high use of capacity

c. increased use of automation

d. decreased quality

Ans: A

Cognitive Domain: Application (Apply)

Learning Objective: 9-3. Defend the reasons that it is important for companies to synchronize their internal processes with the external processes of their supply chain partners.

Answer Location: Table 9.2: Features, Advantages, and Disadvantages of Mass Customization

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

22. Which of the following is FALSE with regard to a process?

a. Selecting a process can be expensive.

b. Implementing a process requires substantial capital investment.

c. The right process can contribute to increased cost of production.

d. The right process can contribute to better responsiveness to customers.

Ans: C

Cognitive Domain: Application (Apply)

Learning Objective: 9-1. Argue for the strategic importance of process selection to an organization, and identify factors that affect process choice.

Answer Location: Process Selection Decisions

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

23. Examples of increased regulatory pressure on banks include \_\_\_\_\_\_.

a. maintaining more solidity

b. restricting loans to more credit-worthy borrowers

c. increased competition from microlending

d. more supervision by the ISO

Ans: B

Cognitive Domain: Application (Apply)

Learning Objective: 9-3. Defend the reasons that it is important for companies to synchronize their internal processes with the external processes of their supply chain partners.

Answer Location: Aligning Process Selection Decisions With the Market’s Requirements

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

24. Product profiling \_\_\_\_\_\_.

a. is a way to evaluate the alignment of the needs of a company’s markets with its processes

b. identifies the key product and service dimensions required by a market to be in compliance with government regulations

c. identifies the key product and service dimensions required by a market to be in compliance with ISO requirements

d. identifies the key product and service dimensions required by a market to be in compliance with state audits

Ans: A

Cognitive Domain: Application (Apply)

Learning Objective: 9-3. Defend the reasons that it is important for companies to synchronize their internal processes with the external processes of their supply chain partners.

Answer Location: Aligning Process Selection Decisions With the Market’s Requirements

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

25. Which of the following questions is LEAST likely to influence whether a company should outsource the manufacturing of a part?

a. capacity to produce the component

b. core competencies to produce the component

c. reliability of suppliers

d. potential profit margins

Ans: D

Cognitive Domain: Application (Apply)

Learning Objective: 9-3. Defend the reasons that it is important for companies to synchronize their internal processes with the external processes of their supply chain partners.

Answer Location: Determining Whether to Use In-House Production or Outsourcing

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

26. The most significant advantage of automation over human labor is \_\_\_\_\_\_.

a. consistency in performance

b. high variance in time taken to perform a task

c. increased frequency of errors

d. the extensive need for programming

Ans: A

Cognitive Domain: Application (Apply)

Learning Objective: 9-3. Defend the reasons that it is important for companies to synchronize their internal processes with the external processes of their supply chain partners.

Answer Location: Determining the Technology and Extent of Automation Needed

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

27. The disadvantages of automation over human labor are that automation \_\_\_\_\_\_.

a. requires a process to be standardized

b. requires high variable costs

c. requires increased human supervision

d. requires intervention by senior management

Ans: A

Cognitive Domain: Application (Apply)

Learning Objective: 9-3. Defend the reasons that it is important for companies to synchronize their internal processes with the external processes of their supply chain partners.

Answer Location: Determining the Technology and Extent of Automation Needed

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

28. Automation in manufacturing processes can be broadly classified into \_\_\_\_\_\_.

a. fixed and flexible

b. temporary and durable

c. agile and synchronous

d. lean and durable

Ans: A

Cognitive Domain: Application (Apply)

Learning Objective: 9-3. Defend the reasons that it is important for companies to synchronize their internal processes with the external processes of their supply chain partners.

Answer Location: Determining the Technology and Extent of Automation Needed

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

29. Which type of automation is appropriate for processes designed to produce large volumes of standardized products that have relatively long life cycles?

a. fixed

b. flexible

c. constant

d. continuous

Ans: A

Cognitive Domain: Application (Apply)

Learning Objective: 9-3. Defend the reasons that it is important for companies to synchronize their internal processes with the external processes of their supply chain partners.

Answer Location: Determining the Technology and Extent of Automation Needed

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

30. The term *NC machines* refers to \_\_\_\_\_\_.

a. machines in North Carolina

b. numerically controlled machines

c. numerically consistent machines

d. near catastrophic machines

Ans: B

Cognitive Domain: Application (Apply)

Learning Objective: 9-3. Defend the reasons that it is important for companies to synchronize their internal processes with the external processes of their supply chain partners.

Answer Location: Determining the Technology and Extent of Automation Needed

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

31. There are several advantages in using robots in manufacturing processes. Which of the following is NOT one of these advantages?

a. Robots can perform difficult tasks.

b. Robots can perform repetitive tasks.

c. Robots can perform dangerous tasks.

d. Robots can perform inexpensive tasks.

Ans: D

Cognitive Domain: Application (Apply)

Learning Objective: 9-3. Defend the reasons that it is important for companies to synchronize their internal processes with the external processes of their supply chain partners.

Answer Location: Determining the Technology and Extent of Automation Needed

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

32. Which of the following is NOT true of CAPP?

a. It refers to computer-aided process planning (CAPP).

b. It uses computer technology to assist in planning manufacturing processes.

c. It provides a link between product design and manufacturing.

d. It enables the manufacturer to identify the right target market.

Ans: D

Cognitive Domain: Application (Apply)

Learning Objective: 9-3. Defend the reasons that it is important for companies to synchronize their internal processes with the external processes of their supply chain partners.

Answer Location: Determining the Technology and Extent of Automation Needed

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

33. Which of the following is NOT one of the reasons a process may need to be reexamined once it has been implemented?

a. There is no longer an alignment between the manufacturing process and the market.

b. There may be potential to make it more cost efficient.

c. There may be potential to make it more responsive to the market.

d. The product is not selling well.

Ans: D

Cognitive Domain: Application (Apply)

Learning Objective: 9-3. Defend the reasons that it is important for companies to synchronize their internal processes with the external processes of their supply chain partners.

Answer Location: Analyzing and Redesigning Processes

Difficulty Level: Hard

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

34. Which of the following tools is not correctly paired with its description?

a. assembly drawing: an enlarged view of the product that has detailed listing of all parts and subassemblies

b. assembly chart: a step-by-step pictorial representation of the assembly process.

c. process route sheet: a document that describes the sequence of different operations, places or people involved in a process.

d. process mapping: a graphic that shows different causes contributing to an effect

Ans: D

Cognitive Domain: Application (Apply)

Learning Objective: 9-3. Defend the reasons that it is important for companies to synchronize their internal processes with the external processes of their supply chain partners.

Answer Location: Table 9.4: Tools for Process Analysis and Redesign

Difficulty Level: Hard

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

35. A process route sheet \_\_\_\_\_\_.

a. is a document that describes the sequence of different operations, places, or people involved in a process

b. enables customers to see the details of the work order

c. is a graphic that shows different causes contributing to an effect

d. shows all process-related activities, including inputs and outputs

Ans: A

Cognitive Domain: Application (Apply)

Learning Objective: 9-3. Defend the reasons that it is important for companies to synchronize their internal processes with the external processes of their supply chain partners.

Answer Location: Table 9.4: Tools for Process Analysis and Redesign

Difficulty Level: Hard

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

36. Which of the following is NOT true of value stream mapping?

a. It is used to analyze and design the flow of materials and information across multiple processes to bring a product or service to a consumer.

b. It enables a process analyst to identify activities that do not add value so that they can be eliminated to reduce waste and improve efficiency.

c. It is a process mapping technique.

d. It assesses the time taken for each step in the value stream.

Ans: D

Cognitive Domain: Application (Apply)

Learning Objective: 9-3. Defend the reasons that it is important for companies to synchronize their internal processes with the external processes of their supply chain partners.

Answer Location: Table 9.4: Tools for Process Analysis and Redesign

Difficulty Level: Hard

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

37. The design of service processes is challenging because it involves a trade-off between \_\_\_\_\_\_.

a. customer expectations and product price

b. service provider expectations for profits and costs

c. customers’ expectations and service providers’ desire for efficiency

d. product price and delivery time

Ans: C

Cognitive Domain: Application (Apply)

Learning Objective: 9-2. List the unique features in the design of service processes.

Answer Location: Designing Service Processes

Difficulty Level: Hard

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

38. To design processes for services, the operations manager must \_\_\_\_\_\_.

a. understand the degree of customer interaction when performing the service

b. understand the degree of customization needed to satisfy the supplier

c. understand the degree of compliance with government regulations required

d. understand the degree of compliance with ISO requirements needed

Ans: A

Cognitive Domain: Application (Apply)

Learning Objective: 9-2. List the unique features in the design of service processes.

Answer Location: Designing Service Processes

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

39. Processes that require high levels of customer interaction and customization \_\_\_\_\_\_.

a. experience little variability

b. are exemplified by professional services (e.g., a lawyer’s services)

c. are usually cheap

d. benefit from economies of scale

Ans: B

Cognitive Domain: Application (Apply)

Learning Objective: 9-2. List the unique features in the design of service processes.

Answer Location: Classifying Processes Within the Service Process Design Matrix

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

40. In comparison to other areas of service processes, a service shop is characterized by \_\_\_\_\_\_.

a. a high level of labor skill

b. a narrower span of supervision

c. a tall managerial hierarchy (i.e., with many levels in the hierarchy)

d. a low level of customer interaction

Ans: A

Cognitive Domain: Application (Apply)

Learning Objective: 9-2. List the unique features in the design of service processes.

Answer Location: Classifying Processes Within the Service Process Design Matrix

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

41. Which of the following is NOT a factor to be considered in offering a service?

a. degree of customer interaction

b. intensity of labor

c. degree of customization

d. potential for outsourcing

Ans: D

Cognitive Domain: Application (Apply)

Learning Objective: 9-2. List the unique features in the design of service processes.

Answer Location: Classifying Processes Within the Service Process Design Matrix

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

42. Mass service is characterized by \_\_\_\_\_\_.

a. high variety

b. high volume

c. low cost

d. extensive customization

Ans: A

Cognitive Domain: Application (Apply)

Learning Objective: 9-2. List the unique features in the design of service processes.

Answer Location: Classifying Processes Within the Service Process Design Matrix

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

43. Which of the following statements is FALSE with regard to mass service?

a. The customization of the service is negligible.

b. There is limited contact between customer and service provider.

c. The volume of service is low.

d. The intensity of labor required is high.

Ans: C

Cognitive Domain: Application (Apply)

Learning Objective: 9-2. List the unique features in the design of service processes.

Answer Location: Classifying Processes Within the Service Process Design Matrix

Difficulty Level: Hard

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

44. To reduce the variability of its output and improve its productivity, a service firm might \_\_\_\_\_\_.

a. decrease the degree of customer interaction

b. increase the degree of customization it provides

c. switch to a different product

d. switch to a different market

Ans: A

Cognitive Domain: Application (Apply)

Learning Objective: 9-2. List the unique features in the design of service processes.

Answer Location: Positioning and Repositioning Processes Within the Service Process Design Matrix

Difficulty Level: Hard

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

45. Will preparation, bankruptcy, and uncontested divorces are examples of \_\_\_\_\_\_.

a. customized services

b. standard services

c. batch services

d. continuous services

Ans: B

Cognitive Domain: Application (Apply)

Learning Objective: 9-2. List the unique features in the design of service processes.

Answer Location: Positioning and Repositioning Processes Within the Service Process Design Matrix

Difficulty Level: Hard

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

46. Recent advances in technology have enabled \_\_\_\_\_\_.

a. suppliers to charge a higher price for their services

b. greater choice of service processes

c. suppliers to circumvent government regulations more easily

d. suppliers to circumvent ISO requirements more easily

Ans: B

Cognitive Domain: Application (Apply)

Learning Objective: 9-2. List the unique features in the design of service processes.

Answer Location: Positioning and Repositioning Processes Within the Service Process Design Matrix

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

47. Recent advances in technology have enabled \_\_\_\_\_\_.

a. service firms to provide useless information to their customers

b. service firms to provide critical information to their customers

c. service firms to provide costly information to their customers

d. service firms to provide technical information to their customers

Ans: B

Cognitive Domain: Application (Apply)

Learning Objective: 9-2. List the unique features in the design of service processes.

Answer Location: Positioning and Repositioning Processes Within the Service Process Design Matrix

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

48. Which of the following is NOT a goal for manufacturers in designing their individual internal processes?

a. to maximize the performance of their supply chains

b. to provide customers with high-quality products and services

c. to provide value at the lowest possible cost

d. to provide at locations most convenient for the manufacturers

Ans: D

Cognitive Domain: Application (Apply)

Learning Objective: 9-4. Describe the unique challenges involved in designing global processes.

Answer Location: Designing Processes for Supply Chains

Difficulty Level: Easy

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

49. Which of the following is NOT a goal for manufacturers in designing their individual internal processes?

a. to maximize the performance of their supply chains

b. to provide customers with high-quality products and services

c. to provide at locations most convenient for the manufacturers

d. to provide value at the lowest possible cost

Ans: C

Cognitive Domain: Application (Apply)

Learning Objective: 9-4. Describe the unique challenges involved in designing global processes.

Answer Location: Designing Processes for Supply Chains

Difficulty Level: Easy

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

50. Which of the following is NOT one of the four types of customization occurring within manufacturing supply chains?

a. make-to-stock (MTS)

b. make-to-order (MTO)

c. customize-to-stock (CTO)

d. engineer-to-order (ETO)

Ans: C

Cognitive Domain: Application (Apply)

Learning Objective: 9-4. Describe the unique challenges involved in designing global processes.

Answer Location: Classifying Manufacturing Processes by the Degree of Product Customization

Difficulty Level: Easy

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

51. The term *make-to-stock* refers to \_\_\_\_\_\_.

a. products made in anticipation of a specific customer’s order

b. products made after receiving a customer’s order

c. products made in small volumes

d. products that require little or no customization

Ans: D

Cognitive Domain: Application (Apply)

Learning Objective: 9-4. Describe the unique challenges involved in designing global processes.

Answer Location: Classifying Manufacturing Processes by the Degree of Product Customization

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

52. This manufacturing method is used for products that typically require little or no customization, are produced in large volumes, and are stored as inventory for future use.

a. make-to-stock

b. make-to-order

c. assemble-to-order (ATO)

d. engineer-to-order (ETO)

Ans: B

Cognitive Domain: Application (Apply)

Learning Objective: 9-4. Describe the unique challenges involved in designing global processes.

Answer Location: Classifying Manufacturing Processes by the Degree of Product Customization

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

53. This is a manufacturing method in which basic parts and components of a product are kept in stock and assembled to customer’s requirements.

a. make-to-order

b. engineer-to-order

c. assemble-to-order

d. make-to-stock

Ans: C

Cognitive Domain: Application (Apply)

Learning Objective: 9-4. Describe the unique challenges involved in designing global processes.

Answer Location: Classifying Manufacturing Processes by the Degree of Product Customization

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

54. The engineer-to-order method \_\_\_\_\_\_.

a. offers the highest degree of product customization

b. is exemplified by services offered by lawyers

c. is similar to make-to-stock

d. is usually for high-volume production

Ans: A

Cognitive Domain: Application (Apply)

Learning Objective: 9-4. Describe the unique challenges involved in designing global processes.

Answer Location: Classifying Manufacturing Processes by the Degree of Product Customization

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

55. The assemble-to-order process combines the advantages of \_\_\_\_\_\_.

a. customize-to-stock and make-to-stock

b. make-to-stock and make-to-order

c. make-to-order and customize-to-stock

d. assemble-to-order and engineer-to-order

Ans: B

Cognitive Domain: Application (Apply)

Learning Objective: 9-4. Describe the unique challenges involved in designing global processes.

Answer Location: Classifying Manufacturing Processes by the Degree of Product Customization

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

56. Which type of manufacturing/customization is illustrated by production of crude oil, chemicals, and consumer products such as sugar, flour, and salt?

a. make-to-stock

b. make-to-order

c. assemble-to-order

d. engineer-to-order

Ans: A

Cognitive Domain: Application (Apply)

Learning Objective: 9-4. Describe the unique challenges involved in designing global processes.

Answer Location: Classifying Manufacturing Processes by the Degree of Product Customization

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

57. Which of the following is true of engineer-to-order manufacturing?

a. It offers the highest degree of product customization.

b. Examples of products in this category include crude oil, chemicals, and consumer products such as sugar, flour, and salt.

c. It is similar to make-to-order.

d. It is used in high-volume production.

Ans: A

Cognitive Domain: Application (Apply)

Learning Objective: 9-4. Describe the unique challenges involved in designing global processes.

Answer Location: Classifying Manufacturing Processes by the Degree of Product Customization

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

58. Production complexity refers to \_\_\_\_\_\_.

a. the complexity involved in producing the product

b. the time involved in marketing the product

c. the time involved in advertising the product

d. the time involved in designing the product

Ans: A

Cognitive Domain: Application (Apply)

Learning Objective: 9-4. Describe the unique challenges involved in designing global processes.

Answer Location: Classifying Manufacturing Processes by the Degree of Product Customization

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

59. The choice of a manufacturing method such as MTS, MTO, ATO, and ETO depends on \_\_\_\_\_\_.

a. government regulations on production

b. demand variability

c. the General Agreement on Trade and Tariffs

d. ISO standards

Ans: B

Cognitive Domain: Application (Apply)

Learning Objective: 9-4. Describe the unique challenges involved in designing global processes.

Answer Location: Classifying Manufacturing Processes by the Degree of Product Customization

Difficulty Level: Easy

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

60. A push manufacturing system is one in which production is based on \_\_\_\_\_\_.

a. forecasted demand or projected sales

b. customer orders

c. number of assemblies (of parts and components) required for a product

d. ISO standards

Ans: B

Cognitive Domain: Application (Apply)

Learning Objective: 9-4. Describe the unique challenges involved in designing global processes.

Answer Location: Mapping Manufacturing Methods Across Supply Chains

Difficulty Level: Easy

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

61. In a push manufacturing system, \_\_\_\_\_\_.

a. demand is forecast using historical data

b. demand is forecast using future trends

c. production is based on actual customer demand

d. production is based on government regulations

Ans: A

Cognitive Domain: Application (Apply)

Learning Objective: 9-4. Describe the unique challenges involved in designing global processes.

Answer Location: Mapping Manufacturing Methods Across Supply Chains

Difficulty Level: Easy

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

62. In a pull manufacturing system, \_\_\_\_\_\_.

a. production is based on past trends only

b. production is based on capacity of the manufacturer

c. production is based on actual customer demand

d. production is based on government regulations

Ans: C

Cognitive Domain: Application (Apply)

Learning Objective: 9-4. Describe the unique challenges involved in designing global processes.

Answer Location: Mapping Manufacturing Methods Across Supply Chains

Difficulty Level: Easy

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

63. A made-to-order manufacturing process is often a part of a \_\_\_\_\_\_.

a. push system

b. pull system

c. demand-based system

d. centrally planned economy

Ans: B

Cognitive Domain: Application (Apply)

Learning Objective: 9-4. Describe the unique challenges involved in designing global processes.

Answer Location: Mapping Manufacturing Methods Across Supply Chains

Difficulty Level: Easy

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

64. Push and pull manufacturing systems \_\_\_\_\_\_.

a. may be used in conjunction with each other

b. may impact how consumer demand is organized

c. influence compliance with government regulations

d. influence compliance with ISO requirements

Ans: A

Cognitive Domain: Application (Apply)

Learning Objective: 9-4. Describe the unique challenges involved in designing global processes.

Answer Location: Mapping Manufacturing Methods Across Supply Chains

Difficulty Level: Easy

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

65. Which of the following is NOT the term used to describe [the](file:///E:\DATA\BookReview\Package\Venkataraman_Chapters_and_Supplements\C9%20MCQ%20C9.xlsm#RANGE!#REF!) interface between push and pull systems?

a. the push–pull boundary

b. the point where customization occurs

c. [the decoupling point](file:///E:\DATA\BookReview\Package\Venkataraman_Chapters_and_Supplements\C9%20MCQ%20C9.xlsm#RANGE!#REF!)

d. the pull conflict

Ans: D

Cognitive Domain: Application (Apply)

Learning Objective: 9-4. Describe the unique challenges involved in designing global processes.

Answer Location: Mapping Manufacturing Methods Across Supply Chains

Difficulty Level: Easy

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

66. Which of the following statements with regard to push and pull systems is true?

a. Push systems are aimed at flooding the market with goods.

b. Pull systems are intended to satisfy the demands of customers.

c. The government regulates push systems better than pull systems.

d. The government regulates pull systems better than push systems.

Ans: B

Cognitive Domain: Application (Apply)

Learning Objective: 9-4. Describe the unique challenges involved in designing global processes.

Answer Location: Mapping Manufacturing Methods Across Supply Chains

Difficulty Level: Easy

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

67. The POP point is \_\_\_\_\_\_.

a. the point at which the variability in the demand for the product decreases significantly

b. the point that denotes the shortest lead time the customer will tolerate

c. the point of tradeoff between inventory flexibility and customer demand

d. the point that divides the supply chain into the supplier side and the customer side

Ans: D

Cognitive Domain: Application (Apply)

Learning Objective: 9-4. Describe the unique challenges involved in designing global processes.

Answer Location: Mapping Manufacturing Methods Across Supply Chains

Difficulty Level: Hard

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

68. Work-in-process (WIP) inventory is used \_\_\_\_\_\_.

a. as a buffer to increase the chain’s flexibility

b. to respond to government requirements

c. to meet ISO standards

d. to be in compliance with good accounting practices

Ans: A

Cognitive Domain: Application (Apply)

Learning Objective: 9-4. Describe the unique challenges involved in designing global processes.

Answer Location: Mapping Manufacturing Methods Across Supply Chains

Difficulty Level: Hard

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

69. Which of the following is true?

a. The volume of WIP is higher in an ATO process supply chain compared to MTO.

b. In an ATO process supply chain, the degree of customization is low.

c. In an ATO process supply chain, the WIP inventory held as buffer is high.

d. In an ATO process supply chain, the POP occurs further downstream than in an MTO process supply chain.

Ans: A

Cognitive Domain: Application (Apply)

Learning Objective: 9-4. Describe the unique challenges involved in designing global processes.

Answer Location: Mapping Manufacturing Methods Across Supply Chains

Difficulty Level: Hard

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

70. In an ATO process supply chain, \_\_\_\_\_\_.

a. the volume of WIP inventory held as buffer is low

b. the degree of customization is low

c. the POP occurs further downstream than in an MTO process supply chain

d. the volume of WIP is the same as in the MTO process supply chain

Ans: A

Cognitive Domain: Application (Apply)

Learning Objective: 9-4. Describe the unique challenges involved in designing global processes.

Answer Location: Mapping Manufacturing Methods Across Supply Chains

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

71. Industries that have an ETO process supply chain include \_\_\_\_\_\_.

a. aerospace and defense

b. oil refineries

c. computer manufacturing

d. commodity production (e.g., salt, sugar)

Ans: A

Cognitive Domain: Application (Apply)

Learning Objective: 9-4. Describe the unique challenges involved in designing global processes.

Answer Location: Mapping Manufacturing Methods Across Supply Chains

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

72. The point of postponement (POP) is the point \_\_\_\_\_\_.

a. that divides the supply chain into the supplier side and the customer side

b. where we have breakeven demand

c. where demand elasticity equals supply elasticity

d. where demand equals supply

Ans: A

Cognitive Domain: Application (Apply)

Learning Objective: 9-4. Describe the unique challenges involved in designing global processes.

Answer Location: Mapping Manufacturing Methods Across Supply Chains

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

73. Adaptive manufacturing combines \_\_\_\_\_\_.

a. lean manufacturing and agile manufacturing

b. agile manufacturing and flexible manufacturing

c. lean manufacturing and agile manufacturing and flexible manufacturing

d. flexible manufacturing with lean manufacturing

Ans: C

Cognitive Domain: Application (Apply)

Learning Objective: 9-4. Describe the unique challenges involved in designing global processes.

Answer Location: Global Process Design

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

74. In an adaptive process, \_\_\_\_\_\_.

a. the POP is flexible and can be adjusted to employ techniques of all manufacturing processes, such as MTS, ATO, MTO, and ETO

b. the POP is fixed, provided the manufacturing process is ETO

c. the POP is fixed, provided the manufacturing process is MTS

d. the POP is subject to government regulations

Ans: A

Cognitive Domain: Application (Apply)

Learning Objective: 9-4. Describe the unique challenges involved in designing global processes.

Answer Location: Global Process Design

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

75. A layout \_\_\_\_\_\_.

a. is the physical arrangement of work and storage areas, departments, or equipment, within a facility

b. is the physical layout of the plant in relation to adjoining roads and zoning areas

c. is the physical layout of the markets in relation to the production plant

d. is the virtual layout of the technology services

Ans: A

Cognitive Domain: Application (Apply)

Learning Objective: 9-4. Describe the unique challenges involved in designing global processes.

Answer Location: Global Process Design

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

76. Which of the following is LEAST likely to be one of the main goals of layout planning?

a. achieving the appropriate product or service quality

b. eliminating waste through the efficient use of workers and space

c. eliminating bottlenecks in product or service flows

d. achieving customer satisfaction

Ans: D

Cognitive Domain: Application (Apply)

Learning Objective: 9-4. Describe the unique challenges involved in designing global processes.

Answer Location: Global Process Design

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

77. Layout decisions \_\_\_\_\_\_.

a. are tactical decisions

b. affect the cost and efficiency of manufacturing and warehouse operations

c. are easily modified

d. are subject to government regulation

Ans: B

Cognitive Domain: Application (Apply)

Learning Objective: 9-1. Argue for the strategic importance of process selection to an organization, and identify factors that affect process choice.

Answer Location: The Strategic Nature of Layout Decisions

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

78. Layouts \_\_\_\_\_\_.

a. once implemented, can be easily changed

b. may need to be changed to respond more rapidly to market opportunities

c. are regulated by the government

d. may need to be in compliance with ISO standards

Ans: B

Cognitive Domain: Application (Apply)

Learning Objective: 9-1. Argue for the strategic importance of process selection to an organization, and identify factors that affect process choice.

Answer Location: The Strategic Nature of Layout Decisions

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

79. Which of the following is NOT one of the basic types of layouts?

a. process

b. product

c. fixed position

d. escalated

Ans: D

Cognitive Domain: Application (Apply)

Learning Objective: 9-1. Argue for the strategic importance of process selection to an organization, and identify factors that affect process choice.

Answer Location: The Strategic Nature of Layout Decisions

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

80. A process layout is often referred to as a \_\_\_\_\_\_ layout.

a. functional

b. product

c. fixed position

d. escalated

Ans: A

Cognitive Domain: Application (Apply)

Learning Objective: 9-5. Construct the different layout types, and identify their features.

Answer Location: Basic Types of Layouts

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

81. A process layout \_\_\_\_\_\_.

a. is often used in job shops

b. is used to produce high volumes of products

c. is more difficult to change than a fixed layout

d. is used in oil refineries

Ans: A

Cognitive Domain: Application (Apply)

Learning Objective: 9-5. Construct the different layout types, and identify their features.

Answer Location: Process Layouts

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

82. In a process layout, \_\_\_\_\_\_.

a. similar activities or machines in work centers or departments are grouped together

b. the sequence of departments through which the work flows is identical for different products

c. the labor skills required are minimal

d. much of the work is usually automated

Ans: A

Cognitive Domain: Application (Apply)

Learning Objective: 9-5. Construct the different layout types, and identify their features.

Answer Location: Process Layouts

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

83. An advantage of a process layout includes \_\_\_\_\_\_.

a. the consistency in processing times from job to job

b. the ease of scheduling workflows

c. the ability to treat each order as a special case

d. its high degree of efficiency

Ans: C

Cognitive Domain: Application (Apply)

Learning Objective: 9-5. Construct the different layout types, and identify their features.

Answer Location: Process Layouts

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

84. Which of the following is NOT true of a product layout?

a. It is also referred to as a straight-line layout.

b. It works well for repetitive or continuous flow processes.

c. It is used to produce a unique product for different customers.

d. It is used for products that have high and constant demand.

Ans: C

Cognitive Domain: Application (Apply)

Learning Objective: 9-5. Construct the different layout types, and identify their features.

Answer Location: Process Layouts

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

85. The greatest disadvantage of the product layout is that \_\_\_\_\_\_.

a. it is flexible

b. it is built for a single purpose

c. it is applicable for special orders

d. it is highly regulated

Ans: B

Cognitive Domain: Application (Apply)

Learning Objective: 9-5. Construct the different layout types, and identify their features.

Answer Location: Process Layouts

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

86. In comparison to the straight-line layout, a U-shaped layout \_\_\_\_\_\_.

a. is more compact

b. increases the handling of materials

c. requires more manpower

d. is highly regulated

Ans: A

Cognitive Domain: Application (Apply)

Learning Objective: 9-5. Construct the different layout types, and identify their features.

Answer Location: Product Layout

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

87. Which of the following is NOT true of a fixed-position layout?

a. The product remains stationary in the plant.

b. The resources are brought to the product’s location.

c. It works well for project-type processes such as shipbuilding.

d. It is also referred to as a straight-line layout.

Ans: D

Cognitive Domain: Application (Apply)

Learning Objective: 9-5. Construct the different layout types, and identify their features.

Answer Location: Fixed-Position Layouts

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

88. Hybrid layouts \_\_\_\_\_\_.

a. are also known as combination layouts

b. combine the advantages of make-to-order and engineer-to-order

c. are inexpensive compared to process layouts

d. combine the advantages of product and straight-line layouts

Ans: A

Cognitive Domain: Application (Apply)

Learning Objective: 9-5. Construct the different layout types, and identify their features.

Answer Location: Hybrid Layouts

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

89. A cellular manufacturing layout \_\_\_\_\_\_.

a. is an example of a hybrid layout

b. was introduced in 1822

c. was applied by Henry Ford in his assembly line

d. is best suited for service industries

Ans: A

Cognitive Domain: Application (Apply)

Learning Objective: 9-5. Construct the different layout types, and identify their features.

Answer Location: Cellular Manufacturing Layouts

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

90. If you want to manufacture products in small batches with high quality, low costs, and in a flexible manner, you would choose \_\_\_\_\_\_.

a. a cellular layout

b. a process layout

c. a product layout

d. a continuous layout

Ans: A

Cognitive Domain: Application (Apply)

Learning Objective: 9-5. Construct the different layout types, and identify their features.

Answer Location: Cellular Manufacturing Layouts

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

91. Servicescape refers to \_\_\_\_\_\_.

a. the physical surroundings in which a service is assembled and delivered

b. the physical surroundings in which the seller and government interact

c. the virtual space in which IT services are provided

d. the regulatory environment in which the firm functions

Ans: A

Cognitive Domain: Application (Apply)

Learning Objective: 9-5. Construct the different layout types, and identify their features.

Answer Location: Service Layouts

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

92. In cross docking, \_\_\_\_\_\_.

a. materials from incoming transportation carriers are unloaded and are directly loaded on outbound carriers

b. more material handling is required

c. government regulations are not applicable

d. ISO standards need not be met

Ans: A

Cognitive Domain: Application (Apply)

Learning Objective: 9-5. Construct the different layout types, and identify their features.

Answer Location: Warehouse Layouts

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

93. In operations management, ASRS stands for \_\_\_\_\_\_.

a. assisted search and rescue system

b. automated storage and retrieval system

c. additional storage and reorganization system

d. activities for storing and restructuring system

Ans: B

Cognitive Domain: Application (Apply)

Learning Objective: 9-5. Construct the different layout types, and identify their features.

Answer Location: Warehouse Layouts

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

94. Common types of office layouts are \_\_\_\_\_\_.

a. warehouse-style

b. cubicles

c. enclosed

d. distributed

Ans: B

Cognitive Domain: Application (Apply)

Learning Objective: 9-5. Construct the different layout types, and identify their features.

Answer Location: Office Layouts

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

95. Cubicle office layouts \_\_\_\_\_\_.

a. promote communication

b. are enclosed by walls

c. are popular in manufacturing plants

d. are popular in job shops

Ans: A

Cognitive Domain: Application (Apply)

Learning Objective: 9-5. Construct the different layout types, and identify their features.

Answer Location: Office Layouts

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

96. Which of the following is NOT true of an open office layout design?

a. It leverages the power of modern technologies.

b. It facilitates more interaction and collaboration.

c. It promotes more efficiency, higher productivity, increased flexibility, and collaboration.

d. It promotes standardization.

Ans: D

Cognitive Domain: Application (Apply)

Learning Objective: 9-5. Construct the different layout types, and identify their features.

Answer Location: Office Layouts

Difficulty Level: Medium

AACSB: Application of knowledge (able to translate knowledge of business and management into practice)

97. A goal in retail layouts is \_\_\_\_\_\_.

a. to promote collaboration

b. to inhibit the flow of goods and services

c. to increase the customer’s exposure to as many products as possible

d. to circumvent government regulation

Ans: C

Cognitive Domain: Application (Apply)

Learning Objective: 9-2. List the unique features in the design of service processes.

Answer Location: Retail Layouts

Difficulty Level: Medium

AACSB: Economic, political, regulatory, legal, technological, and social contexts of organizations in a global society

98. Important considerations in a restaurant layout are \_\_\_\_\_\_.

a. the entryway should be as attractive as possible because this is the part of the restaurant that customers see first

b. the dining areas should have uncomfortable seats so that customers will not stay for a long time, and a greater number of customers can be seated

c. lighting should be kept dim so customers cannot read the prices on the menus

d. the bar stools should be very tall so that children cannot reach for alcoholic drinks

Ans: A

Cognitive Domain: Application (Apply)

Learning Objective: 9-2. List the unique features in the design of service processes.

Answer Location: Restaurant Layouts

Difficulty Level: Medium

AACSB: Economic, political, regulatory, legal, technological, and social contexts of organizations in a global society

99. Considerations in selecting a layout include \_\_\_\_\_\_.

a. producing products and services that are cost effective

b. circumventing government regulations

c. abiding by ISO requirements

d. ensuring that high prices can be charged

Ans: A

Cognitive Domain: Application (Apply)

Learning Objective: 9-6. List strategies that companies can take to address the legal, ethical, and sustainability issues in process design and layout planning.

Answer Location: Legal, Ethical, and Sustainability Issues

Difficulty Level: Medium

AACSB: Economic, political, regulatory, legal, technological, and social contexts of organizations in a global society

100. A benefits of lean processes includes \_\_\_\_\_\_.

a. a reduction in inventories

b. an increase in the size of manufacturing plants

c. longer lead times

d. shrinking markets

Ans: A

Cognitive Domain: Application (Apply)

Learning Objective: 9-6. List strategies that companies can take to address the legal, ethical, and sustainability issues in process design and layout planning.

Answer Location: Legal, Ethical, and Sustainability Issues

Difficulty Level: Medium

AACSB: Economic, political, regulatory, legal, technological, and social contexts of organizations in a global society