**Chapter 19: Detailed Scheduling**

**Test Bank**

**Multiple Choice**

1. In the hierarchy of decisions made in the field of operations, detailed scheduling is the \_\_\_\_\_\_ step before the actual manufacture of the product or delivery of service.

a. fourth

b. first

c. seventh

d. final

Ans: D

Cognitive Domain: Knowledge (Remember)

Learning Objective: 19-1. Define detailed scheduling.

Answer Location: What Detailed Scheduling Is

Difficulty Level: Medium

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

2. Detailed production schedule is the \_\_\_\_\_\_ set of decisions in the hierarchy of operations decision for \_\_\_\_\_\_ organizations.

a. last, manufacturing

b. first, manufacturing

c. last, service

d. first, service

Ans: A

Cognitive Domain: Knowledge (Remember)

Learning Objective: 19-1. Define detailed scheduling.

Answer Location: Figure 19.1 Hierarchy of Operations Decisions

Difficulty Level: Medium

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

3. Monthly or weekly service schedule is the \_\_\_\_\_\_ set of decisions in the hierarchy of operations decision for \_\_\_\_\_\_ organizations.

a. last, manufacturing

b. first, manufacturing

c. last, service

d. first, service

Ans: C

Cognitive Domain: Knowledge (Remember)

Learning Objective: 19-1. Define detailed scheduling.

Answer Location: Figure 19.1 Hierarchy of Operations Decisions

Difficulty Level: Easy

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

4. Scheduling decisions have \_\_\_\_\_\_ time horizons.

a. long-term

b. intermediate-term

c. short-term

d. prolonged term

Ans: C

Cognitive Domain: Comprehension (Understand)

Learning Objective: 19-1. Define detailed scheduling.

Answer Location: What Detailed Scheduling Is

Difficulty Level: Medium

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

5. \_\_\_\_\_\_ is the process of making specific resources such as labor, equipment, and facilities to produce a product or deliver a service available.

a. Planning

b. Scheduling

c. Forecasting

d. Production

Ans: B

Cognitive Domain: Knowledge (Remember)

Learning Objective: 19-1. Define detailed scheduling.

Answer Location: What Detailed Scheduling Is

Difficulty Level: Medium

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

6. Scheduling decisions are typically \_\_\_\_\_\_ in scope.

a. extensive

b. widespread

c. narrow

d. broad

Ans: C

Cognitive Domain: Knowledge (Remember)

Learning Objective: 19-1. Define detailed scheduling.

Answer Location: What Detailed Scheduling Is

Difficulty Level: Medium

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

7. Which of the following is NOT an objective of scheduling?

a. Resources such as equipment and labor are used effectively.

b. Overall costs are reduced.

c. Work-in-process inventories are maximized.

d. Productivity is increased by maximizing flow of goods and services through the system.

Ans: C

Cognitive Domain: Comprehension (Understand)

Learning Objective: 19-1. Define detailed scheduling.

Answer Location: What Detailed Scheduling Is

Difficulty Level: Hard

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

8. \_\_\_\_\_\_ are high-volume product processes that typically produce standardized products and require identical or similar operations.

a. Line processes

b. Intermittent processes

c. Machine processes

d. Outlier processes

Ans: A

Cognitive Domain: Comprehension (Understand)

Learning Objective: 19-2. Demonstrate the main types of scheduling and show when each type should be employed.

Answer Location: Line Process Scheduling

Difficulty Level: Easy

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

9. Scheduling for line processes is often referred to as \_\_\_\_\_\_.

a. cluster scheduling

b. flow-shop scheduling

c. batch scheduling

d. job-shop scheduling

Ans: B

Cognitive Domain: Comprehension (Understand)

Learning Objective: 19-2. Demonstrate the main types of scheduling and show when each type should be employed.

Answer Location: Line Process Scheduling

Difficulty Level: Hard

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

10. \_\_\_\_\_\_ calculations are used to determine a schedule that allocates the capacity of the line among the several products.

a. Flow time

b. Run time

c. Lead time

d. Runout time

Ans: D

Cognitive Domain: Knowledge (Remember)

Learning Objective: 19-2. Demonstrate the main types of scheduling and show when each type should be employed.

Answer Location: Line Process Scheduling

Difficulty Level: Medium

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

11. \_\_\_\_\_\_ is a form of line process scheduling in which many of the scheduling decisions are predetermined when the production systems are designed.

a. Cluster scheduling

b. Job-shop scheduling

c. Flow-shop scheduling

d. Batch scheduling

Ans: C

Cognitive Domain: Knowledge (Remember)

Learning Objective: 19-2. Demonstrate the main types of scheduling and show when each type should be employed.

Answer Location: Line Process Scheduling

Difficulty Level: Hard

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

12. Products are made to order, and each order has its own unique material and processing requirements, processing sequence, and processing times in \_\_\_\_\_\_ processes.

a. intermittent

b. machine

c. line

d. continuous

Ans: A

Cognitive Domain: Knowledge (Remember)

Learning Objective: 19-2. Demonstrate the main types of scheduling and show when each type should be employed.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Medium

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

13. Which of the following statements is true about process scheduling?

a. Line process scheduling is considerably more complex than job-shop scheduling.

b. Line process scheduling and job-shop scheduling have the same level of complexity.

c. Job-shop scheduling is considerably more complex than line process scheduling.

d. It is difficult to determine the complexity of line process scheduling.

Ans: C

Cognitive Domain: Comprehension (Understand)

Learning Objective: 19-2. Demonstrate the main types of scheduling and show when each type should be employed.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Medium

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

14. \_\_\_\_\_\_ is concerned with regulating inputs to a work center in relation to output and available capacity so that the queues and waiting times of jobs can be managed and kept under control.

a. Input control

b. Input-output control

c. Process control

d. Capacity control

Ans: B

Cognitive Domain: Comprehension (Understand)

Learning Objective: 19-2. Demonstrate the main types of scheduling and show when each type should be employed.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Easy

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

15. The use of dams in rivers to control water flow is a simple example of \_\_\_\_\_\_.

a. water control

b. input-output control

c. process control

d. capacity control

Ans: B

Cognitive Domain: Knowledge (Remember)

Learning Objective: 19-2. Demonstrate the main types of scheduling and show when each type should be employed.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Medium

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

16. To minimize the size of queues in intermittent processes, schedulers need to address \_\_\_\_\_\_ major issues

a. three

b. four

c. two

d. five

Ans: A

Cognitive Domain: Knowledge (Remember)

Learning Objective: 19-2. Demonstrate the main types of scheduling and show when each type should be employed.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Medium

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

17. Which of the following is NOT one of the major issues to be addressed by schedulers in order to reduce the size of the queues in intermittent processes?

a. input-output control

b. loading

c. worker assignment

d. sequencing

Ans: C

Cognitive Domain: Knowledge (Remember)

Learning Objective: 19-2. Demonstrate the main types of scheduling and show when each type should be employed.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Medium

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

18. \_\_\_\_\_\_ is the assignment of jobs to work or processing centers.

a. Input-output control

b. Sequencing

c. Worker assignment

d. Loading

Ans: D

Cognitive Domain: Knowledge (Remember)

Learning Objective: 19-2. Demonstrate the main types of scheduling and show when each type should be employed.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Medium

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

19. Which of the following is NOT one of the objectives of loading decisions?

a. minimize idle time

b. minimize setup time

c. maximize processing time

d. minimize setup costs

Ans: C

Cognitive Domain: Knowledge (Remember)

Learning Objective: 19-2. Demonstrate the main types of scheduling and show when each type should be employed.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Medium

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

20. \_\_\_\_\_\_ type(s) of Gantt charts is/are used for scheduling decisions.

a. One

b. Two

c. Three

d. Four

Ans: B

Cognitive Domain: Knowledge (Remember)

Learning Objective: 19-2. Demonstrate the main types of scheduling and show when each type should be employed.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Medium

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

21. \_\_\_\_\_\_ are visual tools that can be used to make decisions in intermittent processes.

a. Gantt charts

b. Assignment methods

c. Pie charts

d. Milestone charts

Ans: A

Cognitive Domain: Knowledge (Remember)

Learning Objective: 19-2. Demonstrate the main types of scheduling and show when each type should be employed.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Medium

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

22. \_\_\_\_\_\_ charts show the loads on various work centers, equipment, or facilities as well as the associated idle times.

a. Gantt load

b. Gantt schedule

c. Gantt sequence

d. Gantt output

Ans: A

Cognitive Domain: Knowledge (Remember)

Learning Objective: 19-2. Demonstrate the main types of scheduling and show when each type should be employed.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Hard

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

23. \_\_\_\_\_\_ charts are used to monitor jobs in progress, show which jobs are on schedule, and which are ahead or behind schedule.

a. Gantt load

b. Gantt schedule

c. Gantt sequence

d. Gantt output

Ans: B

Cognitive Domain: Knowledge (Remember)

Learning Objective: 19-2. Demonstrate the main types of scheduling and show when each type should be employed.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Hard

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

24. \_\_\_\_\_\_ is a method applied to situations in which various resources must be allocated to activities on a one-to-one basis.

a. Time-series method

b. Assignment method

c. Integer programming

d. Linear analysis

Ans: B

Cognitive Domain: Knowledge (Remember)

Learning Objective: 19-2. Demonstrate the main types of scheduling and show when each type should be employed.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Hard

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

25. \_\_\_\_\_\_ is a technique used to optimize an objective (such as maximizing profits or minimizing costs) under certain constraints, such as availability of resources.

a. Integer programming

b. Assignment method

c. Linear programming

d. Work-flow optimization

Ans: C

Cognitive Domain: Knowledge (Remember)

Learning Objective: 19-2. Demonstrate the main types of scheduling and show when each type should be employed.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Hard

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

26. The assignment method is a special case of a group of problems called \_\_\_\_\_\_ problems.

a. integer programming

b. network programming

c. work-flow optimization

d. linear programming

Ans: D

Cognitive Domain: Knowledge (Remember)

Learning Objective: 19-2. Demonstrate the main types of scheduling and show when each type should be employed.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Hard

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

27. A scheduling process used to determine the approximate completion time for each job, the capacity required in each time period by beginning with the current date for those jobs that have known processing requirements, and loading the jobs forward in time is called \_\_\_\_\_\_.

a. current-date scheduling

b. forward scheduling

c. due-dates scheduling

d. backward scheduling

Ans: B

Cognitive Domain: Comprehension (Understand)

Learning Objective: 19-2. Demonstrate the main types of scheduling and show when each type should be employed.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Medium

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

28. A scheduling process used to determine in advance the capacity required at each work center for each time period to complete the jobs by the due dates by beginning with the due date for each job and loading the processing requirements for these jobs at each work center by proceeding backward in time is called \_\_\_\_\_\_

a. current-date scheduling

b. forward scheduling

c. due-dates scheduling

d. backward scheduling

Ans: D

Cognitive Domain: Comprehension (Understand)

Learning Objective: 19-2. Demonstrate the main types of scheduling and show when each type should be employed.

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Difficulty Level: Medium

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

29. In reality, most businesses generally use \_\_\_\_\_\_.

a. a combination of forward and backward scheduling

b. forward scheduling only

c. backward scheduling only

d. advanced scheduling

Ans: A

Cognitive Domain: Knowledge (Remember)

Learning Objective: 19-2. Demonstrate the main types of scheduling and show when each type should be employed.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Hard

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

30. \_\_\_\_\_\_ is the preferred loading approach in the scheduling phase because it takes into account the actual processing times of jobs and the available capacity at each work center.

a. Finite loading

b. Infinite loading

c. Fixed loading

d. Iterative loading

Ans: A

Cognitive Domain: Comprehension (Understand)

Learning Objective: 19-2. Demonstrate the main types of scheduling and show when each type should be employed.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Hard

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

31. Schedules may have to be revised frequently due to factors such as machine breakdowns, processing delays at work centers, and the like. This is the drawback of \_\_\_\_\_\_.

a. fixed loading

b. iterative loading

c. finite loading

d. infinite loading

Ans: C

Cognitive Domain: Comprehension (Understand)

Learning Objective: 19-2. Demonstrate the main types of scheduling and show when each type should be employed.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Medium

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

32. \_\_\_\_\_\_ is the process of determining the exact order or priority of job processing.

a. Sequencing

b. Scheduling

c. Prioritizing

d. Job processing

Ans: A

Cognitive Domain: Knowledge (Remember)

Learning Objective: 19-2. Demonstrate the main types of scheduling and show when each type should be employed.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Medium

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

33. \_\_\_\_\_\_ are simple decision rules that are used to select jobs for the next operation in order to control the flow of work as jobs progress through a single process, machine, or work center.

a. Scheduling rules

b. Sequencing rules

c. Priority rules

d. Job processing rules

Ans: C

Cognitive Domain: Knowledge (Remember)

Learning Objective: 19-2. Demonstrate the main types of scheduling and show when each type should be employed.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Medium

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

34. The job that arrived first at a work center or machine will be processed first and completed. Which of the following priority rules does this statement represent?

a. first come, first served

b. shortest processing time

c. critical ratio

d. earliest due date

Ans: A

Cognitive Domain: Comprehension (Understand)

Learning Objective: 19-2. Demonstrate the main types of scheduling and show when each type should be employed.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Medium

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

35. \_\_\_\_\_\_ is a dynamic sequencing rule that gives priority to those jobs that most urgently need work so that orders can be completed by the due date and shipped on schedule.

a. First come, first served

b. Shortest processing time

c. Critical ratio

d. Earliest due date

Ans: C

Cognitive Domain: Comprehension (Understand)

Learning Objective: 19-2. Demonstrate the main types of scheduling and show when each type should be employed.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Medium

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

36. The job is behind schedule when \_\_\_\_\_\_.

a. CR = 0

b. CR = 1

c. CR > 1

d. CR < 1

Ans: D

Cognitive Domain: Comprehension (Understand)

Learning Objective: 19-2. Demonstrate the main types of scheduling and show when each type should be employed.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Hard

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

37. Critical ratio (CR) = 1 implies \_\_\_\_\_\_.

a. the job is completed

b. the job is ahead of schedule

c. the job is on schedule

d. the job is behind schedule

Ans: C

Cognitive Domain: Comprehension (Understand)

Learning Objective: 19-2. Demonstrate the main types of scheduling and show when each type should be employed.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Medium

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

38. The \_\_\_\_\_\_ rule can be applied for scheduling in make-to-stock and make-to-order production systems.

a. shortest processing time

b. earliest due date

c. longest processing time

d. critical ratio (CR)

Ans: D

Cognitive Domain: Comprehension (Understand)

Learning Objective: 19-2. Demonstrate the main types of scheduling and show when each type should be employed.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Medium

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

39. Jobs are ranked according to their due dates, and the job that has the earliest due date is processed first and completed in \_\_\_\_\_\_.

a. shortest processing time

b. earliest due date

c. longest processing time

d. critical ratio (CR)

Ans: B

Cognitive Domain: Knowledge (Remember)

Learning Objective: 19-2. Demonstrate the main types of scheduling and show when each type should be employed.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Medium

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

40. The formula for calculating critical ratio is \_\_\_\_\_\_.

a. Work remaining / Time remaining

b. Time remaining / Work remaining

c. Cost remaining / Time remaining

d. Time remaining / Cost remaining

Ans: B

Cognitive Domain: Application (Apply)

Learning Objective: 19-2. Demonstrate the main types of scheduling and show when each type should be employed.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Hard

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

41. The job is ahead of schedule when \_\_\_\_\_\_.

a. CR = 1

b. CR < 1

c. CR = 0.5

d. CR > 1

Ans: D

Cognitive Domain: Knowledge (Remember)

Learning Objective: 19-2. Demonstrate the main types of scheduling and show when each type should be employed.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Easy

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

42. Which of the following is NOT an assumption required for the use of priority rules?

a. The set of jobs to be processed is known and does not change.

b. Setup times are dependent on job processing sequence.

c. Setup times and processing times are known and do not vary.

d. There are no unexpected interruptions in job processing.

Ans: B

Cognitive Domain: Knowledge (Remember)

Learning Objective: 19-2. Demonstrate the main types of scheduling and show when each type should be employed.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Hard

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

43. Which of the following is NOT a performance evaluation criterion for priority rules?

a. average job flow time

b. average number of jobs in the system

c. average job tardiness

d. average job setup time

Ans: D

Cognitive Domain: Knowledge (Remember)

Learning Objective: 19-2. Demonstrate the main types of scheduling and show when each type should be employed.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Hard

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

44. \_\_\_\_\_\_ is the total length of time that a job spends at a work center from the point of arrival to the point where it leaves the work center.

a. Job flow time

b. Job completion time

c. Job tardiness

d. Job processing time

Ans: A

Cognitive Domain: Knowledge (Remember)

Learning Objective: 19-2. Demonstrate the main types of scheduling and show when each type should be employed.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Easy

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

45. The formula for calculating the average number of jobs in the system is \_\_\_\_\_\_.

a. Total processing time / Makespan

b. Total setup time / Makespan

c. Total flow time / Makespan

d. Makespan / Total processing time

Ans: C

Cognitive Domain: Knowledge (Remember)

Learning Objective: 19-2. Demonstrate the main types of scheduling and show when each type should be employed.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Medium

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

46. The average number of jobs in the system is the surrogate measure for \_\_\_\_\_\_.

a. average work-in-process inventory

b. average process inventory

c. average job tardiness

d. average finished goods inventory

Ans: A

Cognitive Domain: Comprehension (Understand)

Learning Objective: 19-2. Demonstrate the main types of scheduling and show when each type should be employed.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Medium

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

47. \_\_\_\_\_\_ is the total time needed to complete a group of jobs starting with the first job until the completion of the last job.

a. Average job tardiness

b. Average flow time

c. Makespan

d. Processing time

Ans: C

Cognitive Domain: Knowledge (Remember)

Learning Objective: 19-2. Demonstrate the main types of scheduling and show when each type should be employed.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Medium

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

48. \_\_\_\_\_\_ is the time that the completion of an actual job exceeds its due date.

a. Average job tardiness

b. Average flow time

c. Makespan

d. Processing time

Ans: A

Cognitive Domain: Knowledge (Remember)

Learning Objective: 19-2. Demonstrate the main types of scheduling and show when each type should be employed.

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Difficulty Level: Medium

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

49. Total flow time of all the jobs divided by the number of jobs gives the \_\_\_\_\_\_.

a. average processing time

b. average job flow time

c. average job tardiness

d. average job setup time

Ans: B

Cognitive Domain: Application (Apply)

Learning Objective: 19-2. Demonstrate the main types of scheduling and show when each type should be employed.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Medium

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

50. Which of the following is NOT a part of the average job flow time?

a. transportation time

b. actual processing time

c. waiting time

d. customer delivery time

Ans: D

Cognitive Domain: Knowledge (Remember)

Learning Objective: 19-2. Demonstrate the main types of scheduling and show when each type should be employed.

Answer Location: Intermittent Process Scheduling

Difficulty Level:

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

51. Determine the FCFS (first come, first served) sequence for the jobs listed in the following table. Assume that the jobs have arrived in the order listed in the table.



a. A-B-C-D-E

b. A-C-D-E-B

c. B-C-D-E-A

d. B-A-C-D-E

Ans: A

Cognitive Domain: Application (Apply)

Learning Objective: 19-2. Demonstrate the main types of scheduling and show when each type should be employed.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Easy

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

52. The average tardiness for the jobs listed in the following table under the FCFS (first come, first served) rule is \_\_\_\_\_\_.



a. 11 days

b. 9.8 days

c. 15 days

d. 8 days

Ans: B

Cognitive Domain: Analysis (Analyze)

Learning Objective: 19-2. Demonstrate the main types of scheduling and show when each type should be employed.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Hard

AACSB: Analytical thinking (able to analyze and frame problems)

53. The average number of jobs in the work center for the jobs listed in the following table under the FCFS (first come, first served) rule is \_\_\_\_\_\_.



a. 3.5

b. 2.1

c. 3.23

d. 2.79

Ans: D

Cognitive Domain: Analysis (Analyze)

Learning Objective: 19-2. Demonstrate the main types of scheduling and show when each type should be employed.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Medium

AACSB: Analytical thinking (able to analyze and frame problems)

54. Determine the longest processing time (LPT) sequence for the jobs listed in the following table.



a. A-B-C-D-E

b. D-B-C-A-E

c. D-B-E-C-A

d. A-D-C-B-E

Ans: C

Cognitive Domain: Analysis (Analyze)

Learning Objective: 19-2. Demonstrate the main types of scheduling and show when each type should be employed.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Easy

AACSB: Analytical thinking (able to analyze and frame problems)

55. The average flow time for the jobs listed in the table below under the longest processing time (LPT) rule is \_\_\_\_\_\_.



a. 27.4 days

b. 24.4 days

c. 23.4 days

d. 26.7 days

Ans: A

Cognitive Domain: Analysis (Analyze)

Learning Objective: 19-2. Demonstrate the main types of scheduling and show when each type should be employed.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Hard

AACSB: Analytical thinking (able to analyze and frame problems)

56. The average tardiness for the job listed in the table below under the longest processing time (LPT) rule is \_\_\_\_\_\_.



a. 16 days

b. 14 days

c. 15 days

d. 13 days

Ans: C

Cognitive Domain: Analysis (Analyze)

Learning Objective: 19-2. Demonstrate the main types of scheduling and show when each type should be employed.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Hard

AACSB: Analytical thinking (able to analyze and frame problems)

57. For sequencing *N* jobs through two machines, processes, or work centers in the same order, \_\_\_\_\_\_\_\_\_ provides the most efficient method.

a. priority rules

b. Johnson’s rule

c. batch rule

d. process rule

Ans: B

Cognitive Domain: Comprehension (Understand)

Learning Objective: 19-2. Demonstrate the main types of scheduling and show when each type should be employed.

Answer Location: Sequencing N Jobs Through Two Machines: Johnson’s Rule

Difficulty Level: Medium

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

58. Which of the following is the objective of Johnson’s rule?

a. minimize makespan

b. maximize makespan

c. maximize average flow time

d. minimize critical ratio

Ans: A

Cognitive Domain: Knowledge (Remember)

Learning Objective: 19-2. Demonstrate the main types of scheduling and show when each type should be employed.

Answer Location: Sequencing N Jobs Through Two Machines: Johnson’s Rule

Difficulty Level: Medium

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

59. Which of the following is NOT an ideal situation to implement Johnson’s rule?

a. There are no work-in-process inventory storage problems.

b. There are no overriding individual job priorities.

c. The same processing sequence is maintained on either processes, machines, or work centers.

d. There are overriding individual job priorities.

Ans: D

Cognitive Domain: Comprehension (Understand)

Learning Objective: 19-2. Demonstrate the main types of scheduling and show when each type should be employed.

Answer Location: Sequencing N Jobs Through Two Machines: Johnson’s Rule

Difficulty Level: Medium

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

60. \_\_\_\_\_\_ steps are necessary to implement Johnson’s rule.

a. Six

b. Three

c. Four

d. Five

Ans: C

Cognitive Domain: Knowledge (Remember)

Learning Objective: 19-2. Demonstrate the main types of scheduling and show when each type should be employed.

Answer Location: Sequencing N Jobs Through Two Machines: Johnson’s Rule

Difficulty Level: Medium

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

61. Computerized short-term scheduling is often referred to as \_\_\_\_\_\_.

a. finite capacity scheduling (FCS)

b. infinite capacity scheduling (ICS)

c. regular capacity scheduling (RCS)

d. variable capacity scheduling (VCS)

Ans: A

Cognitive Domain: Knowledge (Remember)

Learning Objective: 19-3. Explain why scheduling is complex.

Answer Location: Why Scheduling Is Complex

Difficulty Level: Medium

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

62. Which of the following is NOT one of the steps that managers take to mitigate scheduling problems?

a. Lot splitting can be used for large orders when there are significant differences in job processing times.

b. Scheduling should be based on the capacity of the operations that are bottlenecks if there are capacity constraints in the facility.

c. The due dates set for order delivery should be realistic and should take existing loads on work centers and available capacities into account.

d. Scheduling should be focused on customer orders and delivery by due dates.

Ans: D

Cognitive Domain: Knowledge (Remember)

Learning Objective: 19-3. Explain why scheduling is complex.

Answer Location: Why Scheduling Is Complex

Difficulty Level: Medium

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

63. Resource use in a manufacturing process is typically uneven, and in order to achieve a balanced flow of work through the process, the bottleneck resource should be controlled. This is the basic principle of \_\_\_\_\_\_.

a. computerized short-term scheduling

b. theory of constraints

c. Johnson’s rule

d. priority rule

Ans: B

Cognitive Domain: Knowledge (Remember)

Learning Objective: 19-3. Explain why scheduling is complex.

Answer Location: Theory of Constraints

Difficulty Level: Medium

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

64. Which of the following statements is FALSE about bottleneck operation?

a. The bottleneck resource should never be kept idle.

b. The bottleneck resource should always be fully staffed.

c. The bottleneck resources should be used to support the nonproductive resources.

d. Production should be synchronized based on the requirement of the bottleneck operation.

Ans: C

Cognitive Domain: Knowledge (Remember)

Learning Objective: 19-3. Explain why scheduling is complex.

Answer Location: Theory of Constraints

Difficulty Level: Hard

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

65. \_\_\_\_\_\_ is a planning and scheduling method that assumes that within any manufacturing system there are a limited number of scarce resources, and they control the overall output of that system.

a. Finite capacity scheduling

b. Advanced planner and optimizer (APO)

c. Manufacturing execution system (MES)

d. Drum-buffer-rope (DBR)

Ans: D

Cognitive Domain: Knowledge (Remember)

Learning Objective: 19-3. Explain why scheduling is complex.

Answer Location: Theory of Constraints

Difficulty Level: Hard

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

66. In DBR (drum-buffer-rope), which of the following is referred to as the *drum*?

a. scarce resources

b. inventory

c. raw materials

d. work stations

Ans: A

Cognitive Domain: Knowledge (Remember)

Learning Objective: 19-3. Explain why scheduling is complex.

Answer Location: Theory of Constraints

Difficulty Level: Hard

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

67. In DBR (drum-buffer-rope), which of the following is the mechanism that synchronizes or subordinates all other resources and decisions to the activities of the drum in order to maximize its effectiveness?

a. drum

b. buffer

c. rope

d. schedule

Ans: C

Cognitive Domain: Knowledge (Remember)

Learning Objective: 19-3. Explain why scheduling is complex.

Answer Location: Theory of Constraints

Difficulty Level: Hard

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

68. The two different ways of assessing batch sizes developed by Eli Goldratt are \_\_\_\_\_\_.

a. process batch and product batch

b. process batch and transfer batch

c. transfer batch and product batch

d. transfer batch and delivery batch

Ans: B

Cognitive Domain: Knowledge (Remember)

Learning Objective: 19-3. Explain why scheduling is complex.

Answer Location: Theory of Constraints

Difficulty Level: Hard

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

69. \_\_\_\_\_\_ is the lot-size quantity of a product processed at a work center.

a. Transfer batch

b. Delivery batch

c. Process batch

d. Product batch

Ans: C

Cognitive Domain: Knowledge (Remember)

Learning Objective: 19-3. Explain why scheduling is complex.

Answer Location: Theory of Constraints

Difficulty Level: Medium

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

70. \_\_\_\_\_\_ is the quantity of units that is transported from one work center to the next.

a. Transfer batch

b. Delivery batch

c. Process batch

d. Product batch

Ans: A

Cognitive Domain: Knowledge (Remember)

Learning Objective: 19-3. Explain why scheduling is complex.

Answer Location: Theory of Constraints

Difficulty Level: Medium

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

71. The theory of constraints uses \_\_\_\_\_\_ performance measures to evaluate whether the effectiveness of the improvements made has enabled the system to make more money.

a. two

b. three

c. four

d. five

Ans: B

Cognitive Domain: Knowledge (Remember)

Learning Objective: 19-3. Explain why scheduling is complex.

Answer Location: Theory of Constraints

Difficulty Level: Medium

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

72. \_\_\_\_\_\_ steps can be used to implement the theory of constraints, beginning with the bottleneck operation.

a. Two

b. Three

c. Four

d. Five

Ans: D

Cognitive Domain: Knowledge (Remember)

Learning Objective: 19-3. Explain why scheduling is complex.

Answer Location: Theory of Constraints

Difficulty Level: Medium

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

73. Which of the following is NOT a performance measure used by theory of constraints to evaluate the effectiveness of improvements?

a. increased throughput

b. reduction in inventory

c. reduction in throughput

d. reduction in operating expense

Ans: C

Cognitive Domain: Comprehension (Understand)

Learning Objective: 19-3. Explain why scheduling is complex.

Answer Location: Theory of Constraints

Difficulty Level: Medium

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

74. A scheduling system for a service organization that minimizes customer or client waiting time while maximizing the labor and capacity utilization of the service system by designating specific times for clients to arrive is a(n) \_\_\_\_\_\_.

a. reservation system

b. prioritization system

c. appointment system

d. capacity utilization system

Ans: C

Cognitive Domain: Application (Apply)

Learning Objective: 19-3. Explain why scheduling is complex.

Answer Location: Scheduling in the Service Sector

Difficulty Level: Medium

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

75. A scheduling system for service organizations that uses computerized systems to maximize customer satisfaction by smoothing out demand for their services in any given time is a(n) \_\_\_\_\_\_.

a. reservation system

b. prioritization system

c. appointment system

d. capacity utilization system

Ans: A

Cognitive Domain: Application (Apply)

Learning Objective: 19-4. Describe the scheduling methods used in service organizations.

Answer Location: Scheduling in the Service Sector

Difficulty Level: Medium

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

76. The process of coordinating scheduling decisions made by any member of a supply chain with the decisions of other supply chain partners is called \_\_\_\_\_\_.

a. supply chain scheduling

b. supply partners scheduling

c. decision scheduling

d. hierarchical scheduling

Ans: A

Cognitive Domain: Application (Apply)

Learning Objective: 19-4. Describe the scheduling methods used in service organizations.

Answer Location: Scheduling for Supply Chains

Difficulty Level: Easy

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

77. From a sustainability perspective, one of the key areas of concern for many manufacturing firms is \_\_\_\_\_\_.

a. operating expenses

b. throughput

c. energy consumption

d. excess inventory

Ans: C

Cognitive Domain: Application (Apply)

Learning Objective: 19-6. Explain how companies can make scheduling decisions to promote sustainability.

Answer Location: Ethical and Sustainability Issues

Difficulty Level: Easy

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

78. Which of the following is FALSE about service environment, typically not encountered in manufacturing environment?

a. It is not possible to store or inventory services.

b. Services are not difficult to schedule because they are not typically labor intensive.

c. The fluctuating demand for services and the need to customize services for individual customers makes scheduling services more difficult.

d. Service schedules are constrained by legal requirements and union contracts.

Ans: B

Cognitive Domain: Application (Apply)

Learning Objective: 19-4. Describe the scheduling methods used in service organizations.

Answer Location: Scheduling in the Service Sector

Difficulty Level: Medium

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

79. For bottleneck operations the process batch size should be \_\_\_\_\_\_ and the transfer batch size should be \_\_\_\_\_\_.

a. large, small

b. small, large

c. small, small

d. large, large

Ans: A

Cognitive Domain: Comprehension (Understand)

Learning Objective: 19-3. Explain why scheduling is complex.

Answer Location: Theory of Constraints

Difficulty Level: Hard

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

80. Which of the following is NOT an advantage of the DBR (drum-buffer-rope) method?

a. maximizes the output rate

b. reduces lead times

c. maximizes the need for holding inventory

d. minimizes schedule disruptions

Ans: C

Cognitive Domain: Comprehension (Understand)

Learning Objective: 19-3. Explain why scheduling is complex.

Answer Location: Theory of Constraints

Difficulty Level: Medium

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

81. Priority rules are appropriate only when jobs have to be sequenced through \_\_\_\_\_\_.

a. a single process, work center, or machine

b. two processes, work centers, or machines

c. three processes, work centers, or machines

d. N processes, work centers, or machines

Ans: A

Cognitive Domain: Comprehension (Understand)

Learning Objective: 19-3. Explain why scheduling is complex.

Answer Location: Sequencing N Jobs Through Two Machines: Johnson’s Rule

Difficulty Level: Hard

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

82. Determine the sequence of job processing using the critical ratio method for the jobs listed in the following table. Assume today’s date is 20.



a. E-C-A-B-D

b. E-C-A-D-B

c. E-A-B-C-D

d. B-A-C-D-E

Ans: A

Cognitive Domain: Comprehension (Understand)

Learning Objective: 19-4. Describe the scheduling methods used in service organizations.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Medium

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

83. The average flow time for jobs listed in the following table under the earliest due date (EDD) rule is \_\_\_\_\_\_.



a. 17.8 days

b. 19.8 days

c. 20.8 days

d. 18.8 days

Ans: B

Cognitive Domain: Analysis (Analyze)

Learning Objective: 19-5. Describe supply chain scheduling.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Medium

AACSB: Analytical thinking (able to analyze and frame problems)

84. Determine the shortest processing time (SPT) sequence for the jobs listed in the following table.



a. A-B-C-D-E

b. A-B-C-D-E

c. A-C-E-B-D

d. A-E-C-B-D

Ans: C

Cognitive Domain: Analysis (Analyze)

Learning Objective: 19-5. Describe supply chain scheduling.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Medium

AACSB: Analytical thinking (able to analyze and frame problems)

85. The average flow time for the jobs listed in the following table under the shortest processing time (SPT) rule is \_\_\_\_\_\_.



a. 18 days

b. 20 days

c. 18.8 days

d. 19.4 days

Ans: D

Cognitive Domain: Analysis (Analyze)

Learning Objective: 19-5. Describe supply chain scheduling.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Medium

AACSB: Analytical thinking (able to analyze and frame problems)

86. The average tardiness for the jobs listed in the following table under the shortest processing time (SPT) rule is\_\_\_\_\_\_.



a. 5 days

b. 6.6 days

c. 6 days

d. 5.6 days

Ans: B

Cognitive Domain: Analysis (Analyze)

Learning Objective: 19-5. Describe supply chain scheduling.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Medium

AACSB: Analytical thinking (able to analyze and frame problems)

87. The average number of jobs in the work center for jobs listed in the following table under the shortest processing time (SPT) rule is \_\_\_\_\_\_.



a. 2.49 jobs

b. 2.98 jobs

c. 3 jobs

d. 3.5 jobs

Ans: A

Cognitive Domain: Analysis (Analyze)

Learning Objective: 19-5. Describe supply chain scheduling.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Medium

AACSB: Analytical thinking (able to analyze and frame problems)

88. The makespan for the jobs listed in the table below under the shortest processing time (SPT) rule is \_\_\_\_\_\_.



a. 39

b. 40

c. 38

d. 37

Ans: A

Cognitive Domain: Analysis (Analyze)

Learning Objective: 19-5. Describe supply chain scheduling.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Medium

AACSB: Analytical thinking (able to analyze and frame problems)

89. Determine the earliest due date (EDD) sequence for the jobs listed in the following table.



a. A-B-C-D-E

b. A-B-C-E-D

c. C-E-A-B-D

d. C-A-E-B-D

Ans: D

Cognitive Domain: Analysis (Analyze)

Learning Objective: 19-5. Describe supply chain scheduling.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Medium

AACSB: Analytical thinking (able to analyze and frame problems)

90. The makespan for the jobs listed in the following table under the earliest due date (EDD) rule is \_\_\_\_\_\_.



a. 41 days

b. 50 days

c. 40 days

d. 55 days

Ans: A

Cognitive Domain: Analysis (Analyze)

Learning Objective: 19-5. Describe supply chain scheduling.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Medium

AACSB: Analytical thinking (able to analyze and frame problems)

91. The average number of jobs in the work center for jobs listed in the following table under the earliest due date (EDD) rule is \_\_\_\_\_\_.



a. 2 jobs

b. 3.25 jobs

c. 2.4 jobs

d. 3 jobs

Ans: C

Cognitive Domain: Analysis (Analyze)

Learning Objective: 19-5. Describe supply chain scheduling.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Medium

AACSB: Analytical thinking (able to analyze and frame problems)

92. The average tardiness for jobs listed in the following table under the earliest due date (EDD) rule is \_\_\_\_\_\_.



a. 7.8 days

b. 6.8 days

c. 5.8 days

d. 4.8 days

Ans: B

Cognitive Domain: Application (Apply)

Learning Objective: 19-5. Describe supply chain scheduling.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Medium

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

93. Jobs are ranked according to their processing times, and the job with the longest processing time will be processed first and completed in the \_\_\_\_\_\_.

a. shortest processing time

b. earliest due date

c. longest processing time

d. critical ratio (CR)

Ans: C

Cognitive Domain: Application (Apply)

Learning Objective: 19-5. Describe supply chain scheduling.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Medium

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

94. Which of the following statements is true about the assignment method?

a. Only one job can be assigned to one machine.

b. Up to two jobs can be assigned to one machine.

c. There is no restriction on the number of jobs that can be assigned to one machine.

d. Up to five jobs can be assigned to one machine.

Ans: A

Cognitive Domain: Comprehension (Understand)

Learning Objective: 19-5. Describe supply chain scheduling.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Hard

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

95. Which of the following is NOT an objective of the assignment method?

a. minimize cost

b. maximize profit

c. maximize sales

d. maximize time

Ans: D

Cognitive Domain: Comprehension (Understand)

Learning Objective: 19-5. Describe supply chain scheduling.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Medium

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

96. Charts must be updated periodically to reflect new job arrivals and revised time estimate. This statement is a limitation of \_\_\_\_\_\_.

a. assignment method

b. control charts

c. Gantt load charts

d. Gantt sequence charts

Ans: C

Cognitive Domain: Comprehension (Understand)

Learning Objective: 19-5. Describe supply chain scheduling.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Hard

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

97. \_\_\_\_\_\_ production process is continuous or repetitive.

a. Batch

b. Job shop

c. Alternative

d. Line

Ans: D

Cognitive Domain: Knowledge (Remember)

Learning Objective: 19-5. Describe supply chain scheduling.

Answer Location: Intermittent Process Scheduling

Difficulty Level: Hard

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

98. Service businesses like hotels, restaurants, and the like use a(n) \_\_\_\_\_\_ to schedule and manage customer demand for their services.

a. reservation system

b. prioritization system

c. appointment system

d. capacity utilization system

Ans: A

Cognitive Domain: Comprehension (Understand)

Learning Objective: 19-4. Describe the scheduling methods used in service organizations.

Answer Location: Scheduling in the Service Sector

Difficulty Level: Medium

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

99. Doctors’ offices, attorneys, hospitals, and the like typically use a(n) \_\_\_\_\_\_ to manage customer demand for services.

a. reservation system

b. prioritization system

c. appointment system

d. capacity utilization system

Ans: C

Cognitive Domain: Knowledge (Remember)

Learning Objective: 19-4. Describe the scheduling methods used in service organizations.

Answer Location: Scheduling in the Service Sector

Difficulty Level: Medium

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

100. \_\_\_\_\_\_ scheduling represents a significant challenge in applying a supply(capacity) side approach to the scheduling problem.

a. Workforce

b. Capacity

c. Reservation systems

d. Appointment systems

Ans: A

Cognitive Domain: Knowledge (Remember)

Learning Objective: 19-4. Describe the scheduling methods used in service organizations.

Answer Location: Scheduling in the Service Sector

Difficulty Level: Medium

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