

MCQ: Supply Chain management

1. "Quality is defined by the customer"

is _____ :

An unrealistic definition of quality

A user-based definition of quality

A manufacturing-based definition of quality A product-based definition of quality

2. The supply chain concept originated in what discipline?

- a) **marketing**
- b) operations
- c) logistics
- d) production

3. Zero defects in manufacturing is

- a. is a relevant goal only in electronic assembly
- b. is readily achievable in all areas
- c. is the goal of TQM**
- d. is an unobtainable and misleading idea

4. The supply chain management philosophy emerged in which decade?

- 1.1960s
- 2.1970's
- 3.1980s**
- 4.1990s

5. Which of the following are not key attributes of supply chain management?

- inventory control
- leveraging technology
- customer power**
- all are key attributes

6. Positive, long-term relationships between supply chain participants refer to:

- Co-opetitions
- tailored logistics
- partnerships
- supply chain management**

7. Which one of the following best represents a pure good?

- Soap**
- Fast food

Attending a play
Vehicle repair

16. Cooperative supply chain relationships developed to enhance the overall business performance of both parties is a definition of:

third-party logistics
supply chain collaboration
dovetailing
relationship marketing

17. Process improvement technique that sorts the "vital few" from the "trivial many" is

Taguchi analysis
Pareto analysis
benchmarking
Yamaguchi analysis

18. A fishbone diagram is also known as a

cause-and-effect diagram
poka-yoke diagram
Kaizen diagram
Taguchi diagram

19. What is a perfect order?

simultaneous achievement of relevant customer metrics
an order that arrives on time
an order that arrives undamaged
an order that is easy for the receiver to fill

20. Which of the following is not one of the major categories of costs associated with quality?

prevention costs
appraisal costs
internal failures
none of the above, they are all major categories of costs associated with quality

21. Lean production involves

Elimination of cost only
Improvement of quality only
Improvement of speed only
Elimination of all types of waste

22. All of the following costs are likely to decrease as a result of better quality except

- customer dissatisfaction costs
 - maintenance costs**
 - scrap costs
 - warranty and service costs
23. Inspection, scrap, and repair are examples of
- internal costs
 - external costs**
 - costs of dissatisfaction
 - societal costs
24. A successful TQM program incorporates all of the following except
- continuous improvement
 - employment involvement
 - benchmarking
 - centralized decision making authority**
25. "Kaizen" is a Japanese term meaning
- a foolproof mechanism
 - Just-in-time (JIT)
 - a fishbone diagram
 - continuous improvement**
26. Costs of dissatisfaction, repair costs, and warranty costs are elements of cost in the
- Taguchi Loss Function
 - Pareto Chart
 - ISO 9000 Quality Cost Calculator
 - Process Chart**
27. A quality loss function utilizes all of the following costs except
- the cost of scrap and repair**
 - the cost of customer dissatisfaction
 - inspection, warranty, and service costs
 - sales costs
 - costs to society
28. Pareto charts are used to
- identify inspection points in a process
 - outline production schedules
 - organize errors, problems or defects**
 - show material flow

29. Among the tools of TQM, the tool ordinarily used to aid in understanding the sequence of events through which a product travels is a

Pareto chart

Flow chart

check sheet

Taguchi map

30. Which one of the following would not generally be considered an aspect of operations management?

Work methods

Secure financial resources

Maintain quality

Product or service design

31. A worker operates a shear press. She notices that the metal sheets she is cutting have curled edges. Who should get the first "shot" at solving the problem?

the foreman

a member of the Quality Control department

the operator herself

the employee's supervisor

32. Which of the following is not a key activity of an operations manager?

Understanding the needs of customer

Continually learning

Managing cash flows

Exploiting technology to produce goods and services

33. Which one of the following best represents a pure good?

Salt

Fast food

Attending a play

Vehicle repair

34. Which one of the following would not generally be considered an aspect of operations management?

Schedule work

Secure financial resources

Maintain quality

Oversee the transformation process

35. Which one of these was not mentioned in the list of recent trends in operations management?

Total quality management

Worker involvement
Global competition.
Automation.

36. Which came last in the development of manufacturing techniques?

Lean production.
Division of labor.
Mass production.
Craft production.

37. Which function typically employs more people than any other functional area?

Information System
Operations
Marketing
Finance

38. Which of the following is not a type of operations?

Goods production
storage/transportation
entertainment
price reduction

39. The inputs to a transformation process include all of the following except

Material
People
Information
Assembly

40. ____ is an example of a pure good.

Restaurant
Dentist
Coal Mining
Education

41. Which one does not use operations management?

A CPA firm.
A bank.
A hospital
They all use it.

42. Zero defects in manufacturing

is an unobtainable and misleading ideal

is the goal of TQM

is readily achievable in all areas

is a relevant goal only in electronic assembly

43. "Quality is conformance to specifications"-This definition of quality is from point of view of

Customer

Manufacturer

Quality Circle Forum

TQM

44. Which came last in the development of manufacturing techniques?

Lean production.

Division of labor.

Mass production.

Interchangeable parts.

45. The goal of Total Quality Management is:

Customer satisfaction

Product differentiation

Brand equity

Acting globally

46. Which of the following is not a typical supply chain member?

Retailer's Creditor

Wholesaler

Producer

Customer

47. Quality is both quantitative and

Supportive

Qualitative

Measurable

Conclusive

48. When suppliers, distributors, and customers partner with each other to improve the performance of the entire system, they are participating in a _____

Channel Of Distribution

Value Delivery Network

Supply Chain

Supply And Demand Chain

49. A company's channel decisions directly affect every_____.

customer's choices

employee in the channel

channel member

Marketing decision.

50. Intermediaries play an important role in matching_____.

dealer with customer

manufacturer to product

information and

promotion supply and

demand

51. Raw materials and specialised services procured are converted into useful service offerings and finally distributed to customers in following Industry

Hotel

Cement

Sugar

Refinery

52. In a SC,Material flows in one direction while_____from in both direction

Process

Information

Product

Semifinished Goods

53. Companies manage their supply chains through_____.

information

transportation modes

competitors

the Internet

skilled operators

54. Lean production involves

Improvement of speed only
Improvement of quality only
Elimination of all types of waste
Elimination of cost only

55. Today, a growing number of firms now outsource some or all of their logistics to _____ intermediaries.

competitors
third-party logistics providers
channel members
cross-functional teams

56. Most operations produce a mixture of both products and services. Which of the following businesses are closest to producing “pure” services?

Counsellor/Therapist
Restaurant
IT company
Steel company

57. Which one does not use operations management?

Supermarket
Bank
Hospital
They all use it.

58. The trend in organizations is to place the SCM function:

Under the manufacturing function
Under the finance function
Under the engineering function
At the same level as the other major functions

59. What name is often given to the Japanese „total approach“ to removing anything that does not add value to the final product?

Jobbing processes
Lean production processes
Continuous processes.
Batch processes.

60. The most common form of quality control includes:

Planning

Organizing
Inspection
Directing

61. Which of the following is not a typical supply chain member?

Retailer's creditor
wholesaler
reseller
producer

62. A company's channel decisions directly affect every_____.

- a) customer's choices
- b) employee in the channel
- c) channel member
- d) **competitor's actions**

63. A supply chain is essentially a sequence of linked:

- a. customer and prospects
- b. supplier and manufacturer
- c. **suppliers and customers**
- d. warehousing and wholesaling units

64. Intermediaries play an important role in matching_____.

- a) dealer with customer
- b) manufacturer to product
- c) information and promotion
- d) **supply and demand**

65. Companies manage their supply chains through_____.

- a) **information**
- b) transportation modes
- c) competitors
- d) the Internet

66. Today, a growing number of firms now outsource some or all of their logistics to _____ intermediaries

- a) competitors
- b) **third-party logistics providers**
- c) channel members
- d) cross-functional teams

67. Supply chain concept originated in what discipline?

- a) marketing
- b) operations
- c) **logistics**
- d) production

68. A restaurant is an example of a

- a. major service with accompanying goods and services
- b. **hybrid**
- c. pure service
- d. pure tangible good

69. The supply chain management philosophy emerged in which decade?

- a) 1960s
- b) 1970s
- c) 1980s
- d) **1990s**

70. Which of the following are not key attributes of supply chain management?

- a) inventory control
- b) leveraging technology
- c) c. customer power
- d) **all are key attributes**

71. Positive, long-term relationships between supply chain participants refer to:

- a) co-opetitions
- b) tailored logistics
- c) **partnerships**
- d) supply chain management

72. The variability in demand orders among supply chain participants:

- a) cannot be controlled
- b) **refers to the bullwhip effect**
- c) can be controlled with electronic order placement
- d) is more pronounced in relational exchanges

73. Cooperative supply chain relationships developed to enhance the overall business performance of both parties is a definition of:

- a) third-party logistics
- b) **supply chain collaboration**
- c) dovetailing
- d) relationship marketing

74. What is a perfect order?

- a) **simultaneous achievement of relevant customer metrics**
- b) an order that arrives on time
- c) an order that arrives undamaged
- d) an order that is easy for the receiver to fill

75. Which of the following is NOT a reason that companies are depending more on their suppliers?

- a) More focus on core competencies
- b) Need for more flexibilities
- c) Desire to share risks
- d) **More control over their suppliers**

