4. Operations management

Starter Quiz · 课前小测

A-Level Business   Name: ____________   Score: ______

1. Operations management turns:
   - ☐ inputs into outputs
   - ☐ profit into shares
   - ☐ customers into suppliers
   - ☐ costs into prices
2. Making a single, unique product to order is:
   - ☐ job production
   - ☐ batch production
   - ☐ flow production
   - ☐ mass production
3. On a stock control chart, the re-order level is the stock level at which:
   - ☐ a new order is placed
   - ☐ production must stop
   - ☐ the warehouse is full
   - ☐ stock reaches zero
4. A firm can make 4,000 units but makes 3,000. What is its capacity utilisation (%)?

   ____
5. 6 workers produce 480 units. What is labour productivity (units per worker)?

   ____
6. Continuous mass production on an assembly line is:
   - ☐ flow production
   - ☐ job production
   - ☐ batch production
   - ☐ cell production
7. Buffer stock is held to:
   - ☐ cope with delivery delays or demand spikes
   - ☐ maximise the cash tied up in stock

☐ slow down production

☐ avoid ever ordering

8. Effectiveness is about actually meeting the objective, such as quality and on-time delivery.

☐ True ☐ False

9. Automation suits high-volume, standardised production better than bespoke work.

☐ True ☐ False

10. Lead time is the gap between placing an order and receiving the delivery.

☐ True ☐ False

A-Level Business

1. **inputs into outputs**

   Operations is the transformation of inputs into outputs.

2. **job production**

   Job production makes one bespoke item at a time.

3. **a new order is placed**

   Reaching the re-order level triggers a new order.

4. **75**

   $3000 / 4000 \times 100 = 75\%$.

5. **80**

   $480 / 6 = 80$ units per worker.

6. **flow production**

   Flow production runs continuously, giving a low unit cost.

7. **cope with delivery delays or demand spikes**

   Buffer stock is a safety minimum.

8. **True**

   Effectiveness = achieving the goal; efficiency = doing so without waste.

9. **True**

   For one-offs, skilled labour is often cheaper and more flexible.

10. **True**

    Longer lead times require higher buffer stock.