

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.