

9. Operations management (A Level)

Starter Quiz · 课前小测

A-Level Business

Name: _____ Score: _____

1. For a high-street retailer, the most important location factor is usually:

- ☐ closeness to customers
- ☐ closeness to a coal mine
- ☐ distance from all towns
- ☐ a remote rural site

2. Quality control mainly involves:

- ☐ inspecting finished output to catch defects
- ☐ building quality into every stage
- ☐ ignoring quality
- ☐ cutting prices

3. Lean production aims mainly to:

- ☐ reduce waste while maintaining quality
- ☐ maximise stock levels
- ☐ increase the number of defects
- ☐ slow down production

4. The critical path is the:

- ☐ longest route through the network, setting the minimum project time
- ☐ shortest activity
- ☐ cheapest route
- ☐ path with the most float

5. Which are location factors? (Select all that apply.)

- ☐ labour costs
- ☐ transport links
- ☐ government incentives
- ☐ the CEO's star sign

Tick every correct option.

6. Quality assurance focuses on:

- ☐ preventing defects at every stage

☐ inspecting only at the end

☐ increasing waste

☐ lowering wages

7. A critical path runs through activities of 3, 5 and 4 days. What is the minimum project duration (days)?

8. Offshoring can cut costs but adds risks of distance, culture and control.

☐ True ☐ False

9. Preventing defects (assurance) is usually cheaper than inspecting them out at the end (control).

☐ True ☐ False

10. Lean production needs engaged staff and reliable suppliers to work well.

☐ True ☐ False

A-Level Business

1. **closeness to customers**

Retailers need footfall — closeness to customers.

2. **inspecting finished output to catch defects**

QC inspects the end product for defects.

3. **reduce waste while maintaining quality**

Lean is a war on waste of all kinds.

4. **longest route through the network, setting the minimum project time**

The longest route determines the minimum completion time.

5. **labour costs; transport links; government incentives**

Costs, infrastructure and incentives matter; the last does not.

6. **preventing defects at every stage**

QA designs quality in so defects do not occur.

7. **12**

$3 + 5 + 4 = 12$ days along the critical path.

8. **True**

Locating abroad trades cost savings for added complexity.

9. **True**

Prevention avoids the waste of making defective output.

10. **True**

Without the right culture and supply, lean techniques underdeliver.