

## Self Check

**1** Which of the following is typically **not** the responsibility of the operations function:

- a** Managing the inputs into the system
- b** Selling products to customers
- c** Managing the processes used for converting inputs into outputs that are then sold to customers

**2** To cope with the complexity that comes with size, organizations tend to:

- a** Continually develop new services and products
- b** Try to relocate certain activities to areas with low staff costs
- c** Separate the tasks involved in managing the business into functions

**3** Typical inputs into an operations process are:

- a** Materials, people, energy, capital and information
- b** Services, products and information
- c** Performance measurement and control

**4** Which is an example of a specialist department in a hospital:

- a** Nurses
- b** Doctors
- c** Maintenance

**5** Services are:

- a** Tangible items purchased by individuals or organizations for subsequent use
- b** Intangible items that are consumed at the time of provision
- c** Both a and b

**6** Which of the following affects the size of the operations task:

- a** The number of people involved in the operations process
- b** The number of assets involved in the operations process
- c** Both a and b

**7** Managing a cost centre in a business involves:

- a** Understanding the business trade-offs that can be delivered by the technology involved
- b** Addressing the development needs and career expectations of the people involved
- c** Ensuring that budgets and output levels are met

**8** An example of information processing is:

- a** Insurance company
- b** Pharmaceutical company
- c** Beauty salon

**9** Which of the following is **not** a key difference that affects the operations process within a business:

- a** The nature of the service or product
- b** The level of customer involvement in the operations process
- c** The geographical location of customers

**10** The nature of the service or product when processing a customer is:

- a** Durable
- b** Perishable

• Both a and b