Question 1:
In 2010 the service sector made up approximately what percentage of the Canadian economy (GDP)?

A. 70%
B. 22%
C. 98.2%
D. 51.46%
E. 40%

Question 2:
You own a factory producing toys. Every day, 320 toys are produced in two 8 hour shifts. Your productivity is:

A. 40 toys per hour
B. 20 toys per hour
C. 80 toys per hour
D. 160 toys per hour
E. Not enough data is provided to answer the question accurately

Question 3:
Henry Ford in noted for his contribution to:

A. Assembly Line Operations
B. Balancing Fabrication Lines
C. Time and Motion Studies
D. Statistical Quality Control
E. Scientific Management

Question 4:
Your manager claims that "A growth in Output improves Productivity". This statement is:

A. Always true, your manager is never wrong
B. Always wrong, as your manager is annoying and therefore, always wrong
C. Wrong, as you need to somehow measure quality to make such a claim
D. It depends, if Input remains unchanged, the claim is indeed true
E. It depends, since this is usually the correct answer

Question 5
Which of the following are the essential functions of all business organizations?

A. Marketing, Finance, Human Resources, Research and Development
B. Sales, Accounting, Production
C. Human Resources, Information Technology, Marketing, Accounting
D. Marketing, Finance, Operations
E. It depends on the nature of the business

Question 6
The service sector usually has lower productivity improvements than the manufacturing sector because:

A. This is not true; service sector productivity is easy to improve
B. The quality of output in services is lower in services than manufacturing
C. It is cheaper to automate certain tasks in a service setting
D. Services are usually labor intensive
E. Output in services is hard to measure, therefore, it is underestimated leading to lower productivity

Question 7
Which of the following is least likely to promote a Cost-Leadership competitive advantage?

A. Low overhead costs
B. Mass production
C. Inventory management
D. Broad product line
E. Effective and efficient use of capacity

Question 8
Which of the following Operations Management strategies should an organization with a product in the mature phase be least concerned with at this present time?

A. Standardization
B. Cost cutting
C. Fewer rapid product changes
D. Long production runs
E. Increase capacity

Question 9
You own a hamburger stand that uses only 5 ingredients but offers 17 different burgers. This process is known as:

A. CAD/CAM
B. Robust Design
C. Modular Design
D. QFD
E. Value Analysis

Question 10
Robust design ensures that a small variation in production or assembly does not adversely affect the product

A. True
B. False

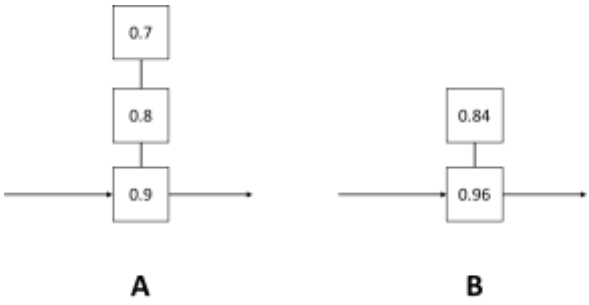
Question 11
An assembly line consists of 149 tasks grouped into 32 stations. The largest assigned cycle time is 4 minutes and the sum of all task times is 105 minutes. The efficiency of this line is:

A. 17.96875 %
B. 82.03125%
C. 30.47%
D. 21 %
E. There is not enough information to address this issue as some stations are operating at full capacity and some are not

Question 12
Given a 480 minute work day, a daily requirement for 160 products, and a fabrication time of 15 minutes per product, what is the theoretical minimum number of stations?

A. You can not produce 160 units in 480 minutes. To produce 160 units you need 2,400 minutes
B. 5 stations
C. 6 stations
D. 3 stations
E. 12 stations

Question 13
Which system has a higher reliability (objects on top of each other represent redundancies) ?



A. System A
B. System B
C. Both have the same reliability
D. It depends, as we don't know what the maintenance policy is and how it effects reliability
E. There is not enough information to address the issue

Question 14
You are a producer of a brand new drone. You build the first drone in 100 hours. It is common belief that the learning rate for this type of activity is 85%. Given your knowledge of logarithmic learning curves, how long will it take you to build 4 drones?

A. 334.54 hours
B. 318.6625 hours
C. 340 hours
D. 400 hours
E. There is not enough information to address the issue