

BUS839

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1. The Use of organization's resource to provide something of value is called

an operation

a service

--->> a process

a work flow

2. A computer based information system that supports the process of managerial decision making in situations that are not well structured is referred to as

Expert System

--->> Decision Support Systems

Artificial Intelligence

Executive Support Systems

3. Which of the following is not a stage in the systems development life cycle?

Physical Design Stage

Definition Stage

Implementation and Operation Stage

--->> Maintainance Stage

4. Which of these is the forth and last stage of formulating operations strategy?

Support overall organizational strategy

--->> Pursue operations management-based strategy

Minimize negative potential

Achieve parity with competition

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to meet the production objectives of the organization

Forecasting

--->> Capacity Planning

Scheduling

Aggregate production planning

6. From the choices given, select the third stage of formulating operations strategy

--->> Support overall organizational strategy

Minimize negative potential

Achieve parity with competition

Pursue operations management - based strategy

7. The ease with which employees and equipment can handle a wide variety of products is called

Resource flexibility

--->> resource flexibility

process choice

vertical integration

capital intensity

8. The aggregate planning that lays the rough ground work for creating the master production scheme is called

Aggregate production planning

--->> Scheduling

Capacity Planning

Aggregate Production Planning

Forecasting

9. Operations management refers to the role played by operations management in both formulating and implementing

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Operations Management Processes

Management Processes

Operations Research

--->> Operations Strategy

10. The flow strategy determines whether resources are organized around products or processes in order to implement the flow strategy

Vertical Integration

Resource Flexibility

--->> Process Choice

Capital Intensity

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