

### Question 1. (Single Select)

Operations management works in a complex environment affected by many factors. Among the most important are:

- A: all of these
- B: the economy and competition
- C: Government regulation
- D: Customer expectations and quality

**Correct Answer: D**

### Question 2. (Multi Select)

Government regulations majorly apply to areas as:

- A: Environment and taxation
- B: All of these
- C: Population growth
- D: Product liability and safety

**Correct Answer: A, B**

### Question 3. (Single Select)

For example, the price for a certain type of product must fall within a range for the suppliers to be considered. But being considered does not mean winning the order. So to win orders a supplier must have characteristics that encourage customers to choose its products and services over competitors. Those competitive characteristics, or combination of characteristics are called

- A: Order achievers
  - B: Order takers
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- C: Order credentials
- D: Order winners

**Correct Answer: C**

#### **Question 4. (Single Select)**

Order winning characteristics are defined primarily from:

- A: Business sector
- B: customer needs
- C: Competition
- D: Both A & B

**Correct Answer: D**

#### **Question 5. (Single Select)**

It is virtually impossible to be the best in every dimension of competition. Firms should in general:

- A: Strive to provide at least minimum level of acceptance for each of the order qualifiers
- B: Should try to be the best in the market for the order winners.
- C: Should keep in mind the pace of change
- D: A & B

**Correct Answer: D**

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