

Principles Of Operations Management 10e (Global Edition) Jay Heizer Barry Render (Test Bank All Chapters, 100% Original Verified, A+ Grade)

Operations Management, 12e (Heizer/Render/Munson)

Chapter 1 Operations and Productivity

Section 1 What is Operations Management?

1) Some of the operations-related activities of Hard Rock Café include designing meals and analyzing them for ingredient cost and labor requirements.

Answer: TRUE

Diff: 1

Key Term: Operations management

Objective: LO 1.1 Define operations management

Learning Outcome: Discuss operations and operations management as a competitive advantage for the organization

2) Because Hard Rock Cafés are themed restaurants, operations managers focus their layout design efforts on attractiveness while paying little attention to efficiency.

Answer: FALSE

Diff: 1

Learning Outcome: Discuss operations and operations management as a competitive advantage for the organization

3) All organizations, including service firms such as banks and hospitals, have a production function.

Answer: TRUE

Diff: 2

Key Term: Production

Objective: LO 1.1 Define operations management

Learning Outcome: Discuss operations and operations management as a competitive advantage for the organization

4) Operations management is the set of activities that creates value in the form of goods and services by transforming inputs into outputs.

Answer: TRUE

Diff: 1

Key Term: Operations management

Objective: LO 1.1 Define operations management

Learning Outcome: Discuss operations and operations management as a competitive advantage for the organization

5) An example of a "hidden" production function is the transfer of funds between accounts at a bank.

Answer: TRUE

Diff: 2

Key Term: Production

Objective: LO 1.1 Define operations management

Learning Outcome: Discuss operations and operations management as a competitive advantage for the organization

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