

# **Operations Management Job Interview Questions And Answers**



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# Operations Management Interview Questions And Answers Guide.

## Question - 1:

Which of the following is the least likely decision to be made by Operations Managers?

### Ans:

- \* 1. How to use quality techniques to reduce waste
- \* 2. Designing and improving the jobs of the workforce
- \* 3. Deciding which market areas to manufacture products for
- \* 4. Selecting the location and layout of a facility
- \* 5. How much capacity is required to balance demand
- 3. Deciding which market areas to manufacture products for

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## Question - 2:

Which of the following would not be normally considered as a key feature of Operations Management?

### Ans:

- \* 1. Most new technology is implemented in Operations areas
- \* 2. Operations is the part of an organization which creates wealth through the management of the transformation process
- \* 3. Operations researches mathematical techniques for optimizing processes
- \* 4. Operations is the area of a business where most people work
- \* 5. World class Operations can give an organization competitive advantage
- 2. Operations is the part of an organization which creates wealth through the management of the transformation process

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## Question - 3:

Which of the following would not normally be considered a general characteristic of a service?

### Ans:

- \* 1. Production and consumption can always be spatially separated
- \* 2. Many services involve both tangible and intangible outputs
- \* 3. Production and sales cannot easily be separated functionally
- \* 4. Production and consumption are simultaneous
- \* 5. Low contact services can often be made more efficient than high contact services
- 1. Production and consumption can always be spatially separated

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## Question - 4:

Operations can be classified according to the degree of variation in demand and visibility of the operation as well as their volume and variety of production. Which of the following operations would be classified as high variation and high visibility?

### Ans:

- \* 1. A fast food restaurant
- \* 2. A family doctor
- \* 3. A front office bank
- \* 4. A carpenter
- 2. A family doctor

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## Question - 5:

Which of the following activities is not a direct responsibility of operations management?

### Ans:



- \* 1. Planning and controlling the operation
- \* 2. Designing the operation's products, services and processes
- \* 3. Developing an operations strategy for the operation
- \* 4. Determining the exact mix of products and services that customers will want
- 4. Determining the exact mix of products and services that customers will want

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### **Question - 6:**

Operations can be classified according to their volume and variety of production as well as the degree of variation and visibility. Which of the following operations would be classified as high volume, low variety?

#### **Ans:**

- \* 1. A front office bank
- \* 2. A carpenter
- \* 3. A family doctor
- \* 4. A fast food restaurant
- 4. A fast food restaurant

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### **Question - 7:**

Most operations produce a mixture of both products and services. Which of the following business is closest to producing "pure" services?

#### **Ans:**

- \* 1. Counsellor/therapist
- \* 2. Steel company
- \* 3. A Restaurant
- \* 4. IT company
- 1. Counsellor/therapist

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### **Question - 8:**

Which of the following functions is not a core function of an organization?

#### **Ans:**

- \* 1. The product/service development function
- \* 2. The accounting and finance function
- \* 3. The operations function
- \* 4. The marketing (including sales) function
- 2. The accounting and finance function

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