

# [Om asignment](https://assignbuster.com/om-asignment/)

Operations Management

## Tutorial 2: Competitiveness, Strategy and Productivity

### Section A: True/False

* 1. An example of a strategic operations management decision is the choice of where to locate.
* 2. An example of an operational operations management decision is inventory level management.
* 3. An example of a tactical operations management decision is whether to build a new facility or to expand an existing one.
* 4. An example of a tactical operations management decision is determining employment levels.
* 5. Productivity is defined as the ratio of output to input.
* 6. Productivity is defined as the ratio of input to output.
* 7. Competitiveness relates to the profitability of an organization in the marketplace.
* 8. If people would only work harder, productivity would increase.
* 9. Tracking productivity measures over time enables managers to judge organizational performance and decide where improvements are needed.
* 10. Productivity is directly related to the ability of an organization to compete.
* 11. A characteristic that was once an order winner may become an order qualifier, and vice versa.
* 12. Outsourcing tends to improve quality but at the cost of lowered productivity.
* 13. Productivity tends to be only a very minor factor in an organizations ability to compete.
* 14. An organization that is twice as productive as its competitor will be twice as profitable.
* 15. National productivity is determined by averaging the productivity measures of various companies or industries.
* 16. Wage and salary increases that are not accompanied by productivity increases tend to exert inflationary pressures on a nation's economy.
* 17. Global competition really only applies to multi-national organizations.
* 18. A business that is rated highly by their customers for service quality will tend to be more profitable than a business that is rated poorly.
* 19. Services often don’t fit simple yield measurements.
* 20. A mission statement should provide a guide for the formulation of strategies for the organization.
* 21. The hierarchy and sequence of planning and decision-making is: mission, organizational strategy, tactics, and operational decisions.
* 22. Strategy includes both organizational and functional strategies.
* 23. Organizational strategy should be determined without considering the realities of functional area strengths and weaknesses since they can be changed to meet our strategy.