

Om assignment



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.