

# Difference between flow shops and job shops



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A \_ is commonly used to produce highly standardized outputs in extremely large volume

a) Job shop

d) Cellular production

Answer: c

Response: See page 55

4. Continuous processes typically run 24 hours a day, seven days a week because:

a) There is a need to spread their huge fixed cost over as large a volume as possible

b) Price is often the single most important factor in competing with their products

c) Facilities are a maze of pipes, conveyors, tanks, valves, vats, and bins

d) Both A and B

Difficulty: Medium 5.

Which of the following is a major difference between continuous processes and flow shops?

A) Inputs are fixed for continuous shops and the flow of work is continuous for flow shops

b) In flow shops, there is a discrete product or service instead of products not naturally divisible

c) Degree of automation is higher for flow shops

d) Continuous shops tend to be very small while flow shops tend to be very large

Answer: b

Response: See page 56 6.

Which of the following is NOT a well-known problem in flow shops?

a) Boredom

b) Workers may be euthanized by manufacturing lines

c) Absenteeism

d) All of the above are well-known problems in flow shops

Response: See page 57-58 7.

Balancing a production line includes the following tasks, EXCEPT:

a) Finding a cycle time in which each workstation can complete its tasks

b) Take into account precedence relationships among tasks

c) Identify the task with the longest operation time

d) Calculate the number of workstations that completes the Job in the minimum amount of time

Response: See pages 59-62 8.

Which of the following is FALSE for Job shops?

- A) Unique Jobs must be produced
- b) Output batch size is moderately large, to make it cost effective
- c) The flow of work through facilities tends to be intermittent
- d) Groupings of staff and equipment are done according to function

Response: See page 62-63 .

Which form of transportation system utilizes group technology?

- A) Flow shop
- b) Job shop
- c) Cellular production
- d) Project operations

Response: See page 69 item is produced in batches of some size that is set by the customer, and 10.

A/An then delivered upon its completion.

- A) Make-to-order

b) Make-to-stock

c) Order-to-make

d) Stock-to-order

Answer: a

Response: Page 78

Reference: Selection of a Transformation System 1 1 .

The product-process matrix developed by Hayes and Wheelwright (1979) explains how transformation systems vary from project -on the top left corner-to mutinous processes -on the bottom right corner. Its vertical axis illustrates:

a) Output quantity

b) Variety of outputs

c) Quality

d) Breadth of outputs

Response: See page 78 12.

Of the following, which form of transformation system has the lowest output variety but the highest batch size?

A) Job shop

b) Cellular

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c) Project

d) Flow shop

13. In the Service Matrix, to which quadrant does recreation belong?

A) Service shop

b) Professional service

c) Mass service

d) Service factory

Response: See page 83 14.

A gap in the service process that is considered the misconception by the service reviver of what the customer truly needs.

A) Gap 1

b) Gap 3

c) Gap 4

d) Gap 10

Difficulty: High

Response: See page 84 15.

Which of the following is NOT a major element of a service guarantee?

A) Must be unconditional

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b) Must be easy to communicate and for the customer to understand

c) Must include preventive measures for “ fail-saving”

d) Must be meaningful to the customer

Difficulty: Hard

Response: Fail saving is a concept that helps guarantee services. See page 86 True/False 16.

Paced lines use some sort of conveyor to move output along the production line at variable rate, so that operators do their work as they need.

Answer: False

Response: Paced lines move output along the production line at a continuous rate. Page 58

Reference: Forms of Transformation Systems

17. A general characteristic of a Job shop is that it requires a small variety of inputs, and minimal variations in the time it takes for a complete “ Job”.

Response: A

Job shop requires a large variety of inputs and a large variation in system flow times. Page 63

Reference: Forms of Transformation Systems 18. Experienced staff needed to run Job shops tends to increase its direct labor costs.

Answer: True

Response: Page 64 19.

The cost-volume-distance (C. V.) model is suitable for layouts in which moving materials or people between departments is a major consideration.

Response: Page 66

20. A logical, nominal, or virtual cell refers to a situation where the equipment is physically adjoining and reserved for production of only one part family.

Response: Page 72 21 .

In cellular production the cellular form allows for a level of customization usually found in Job shops.

Response: The cellular form does not allow the extent of customization usually found in Job shops, since the labor pool has largely been dispersed to independent cells.

Page 73

Reference: Forms of Transformation Systems

22. Continuous processes are characterized by low to moderate output variety and one to few in batch size.



23. In the product-process matrix, when the size of a batch increases significantly, with a corresponding decrease in output variety, then the flow shop is appropriate.

24. As the costs of fixed equipment investments rise with the volume produced, companies move from project to Job, flow, and then cell transformation systems.

Response: Page 80

25. According to the service matrix developed by Scanner, services with low contact intensity and customization attain profitability through high prices rather than high volumes. Response: Page 83 Short Answer

26. Of large scale and finite duration, tend to be non-repetitive, with multiple and often simultaneous, highly interdependent tasks. Answer: project operations

Response: See page 76

27. The concept of (Chase and Stewart, 1994) is used by organizations to help guarantee their service, by anticipating where a service failure might occur and installing preventive measures.

Answer: fail saving

Response: See page 86