48. Project management is a technique that breaks down complex tasks, schedules activities, and ensures that projects are completed on time and on budget. (True) *(Medium)*

49. Human resources management involves using different methods and techniques to provide accurate estimates of demand, which are then used in production decisions. (False) *(Medium)*

50. Quality underlies all operational decisions. (True) *(Easy)*

Multiple Choice Questions

51. Operations management is concerned with
   a. the design of the firm’s productive systems.
   b. the operation of the firm’s productive systems.
   c. the improvement of the firm’s productive systems.
   d. all of the above. *(Easy)*

52. The transformation process associated with health care is best described as
   a. locational
   b. exchange
   c. physiological
   d. informational *(Easy)*

53. Which of the following is not one of the four primary functional areas of a firm?
   a. human resources
   b. legal
   c. marketing
   d. operations *(Easy)*

54. The systematic analysis of work methods known as scientific management is attributed to
   a. Frederick W. Taylor
   b. Eli Whitney
   c. Henry Ford
   d. Adam Smith *(Medium)*

55. The production system that prizes flexibility over efficiency and quality over quantity is known as
   a. mass production
   b. craft production
   c. lean production
   d. electronic commerce *(Medium)*