

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
- the design of the firm's productive systems.
 - the operation of the firm's productive systems.
 - the improvement of the firm's productive systems.
 - all of the above.**

(Easy)

52. The transformation process associated with health care is best described as
- locational
 - exchange
 - physiological**
 - informational

(Easy)

53. Which of the following is not one of the four primary functional areas of a firm?
- human resources
 - legal**
 - marketing
 - operations

(Easy)

54. The systematic analysis of work methods known as scientific management is attributed to
- Frederick W. Taylor**
 - Eli Whitney
 - Henry Ford
 - Adam Smith

(Medium)

55. The production system that prizes flexibility over efficiency and quality over quantity is known as
- mass production
 - craft production
 - lean production**
 - electronic commerce

(Medium)