

OPS 370
Exam 2 Study Guide Quiz

There are two parts to Exam #2.

- **The first part (20 questions) will be closed books and notes and will be on the general concepts of Operations Management. Key would be to understand the ‘summary’ slide at the end of each learning module**
- **Part B – will be questions involving calculations. You will be permitted to use the internet, Excel to help you solve the answers.**
Examples from InClass 4 and InClass 5 will assist you

Key concepts from the modules include:

Module5 – Quality Management

What is quality?

How may increased quality result in higher revenues or reduced costs?

What are the standards or quality for goods versus services?

What standard (99%?) is used in quality control?

Steps important in quality improvement

Tools to assist in continuous improvement

Goal of ISO 9000/9001

Goal of ISO 14000/140001

Module 9 – Materials Management

Holding Costs

Shortage Costs

EOQ

EPQ

Basic Inventory Questions to Solve

Random, Continuous, Periodic Review of Inventories

Module 13 – Project Management

Characteristics

Definition

PERT

CPM

Gantt

Module 14 – Supply Chain

Definition