



IB DIPLOMA PROGRAMME YEAR II

SESSION 2020-21

BUSINESS MANAGEMENT

FORMATIVE ASSESSMENT

HIGHER LEVEL

Name: _____

Topic:

5.1 The role of operations management - question bank

1. Which statement below refers to an organization's operations management?

- The logistics of getting their products to customers
- The preparation of financial accounts
- The hiring of workers to produce physical goods
- The production of goods or services

2. Which business function deals with planning, organizing and controlling the different elements and stages of the production process?

- Operations management
- Marketing
- Human resources management
- Finance and accounting

3. What is the process of using resources to their best advantage, ensuring profitability and financial sustainability?

- Economic sustainability
- Social sustainability
- Ecological sustainability
- The triple bottom line

4. Which of the following considers the impact of an organization on the natural environment is known as?

- Ecological sustainability
- Social sustainability
- Economic sustainability
- The triple bottom line

5. Operations management is described what process?

- Transactional
- Transformational
- Transitional
- Technological

6. Which of the examples below is not considered as economic sustainability?

- Improving the firm's international competitiveness
- Investing in research and development to meet the changing needs and wants of consumers
- Increasing the efficiency of the production process
- Job creation in low-income, deprived areas of the country

7. Fill in the missing parts in the following text:

_____ - An essential part of the production process that ensures customers are willing to pay a price that is higher than the costs of producing the good or service.

8. Fill in the missing parts in the following text:

_____ - Also known as environmental sustainability, this refers to sustainable use of the planet's natural resources so that the current level of consumption does not jeopardise the resources available for future generations.

9. Fill in the missing parts in the following text:

_____ - Dimension of the triple bottom line that focuses on using resources, both natural and manufactured, efficiently and responsibly.

10. Fill in the missing parts in the following text:

_____ - The resources needed to produce a good or service, namely land, labour, capital and enterprise.

11. Fill in the missing parts in the following text:

_____ - The business function that combines inputs (such as human and financial resources) to produce outputs (goods and services).

12. Which sector of the economy refers to business organizations that operate in industries involved in the extraction of natural resources?

- Tertiary
- Secondary
- Primary

13. Which model suggests that the performance of businesses should be evaluated by their level of social, economic and ecological sustainability?

- Triple bottom line
- Corporate social responsibility
- Quality management

14. Which type of sustainability assesses how responsible a business is with its use of resources in order to generate a profit?

- Economic
- Social
- Ecological

15. Which type of sustainability assesses how well a business uses green technologies and recycling?

- Economics
- Social
- Ecological

16. Which of the following is a correct statement about operations management?

- It is self-funded and does not need monitoring due to automation
- It is implemented by using only capital (machines and equipment)
- It is an integral part of an organization's decision-making process

- It does not directly affect marketing, human resources or finance

17. Which of the following is the correct statement about operations management in the primary sector?

- It includes business consultancy services
- It includes car manufacturing using automated production processes
- It includes fishing, forestry and mining
- It includes tourism and hospitality

18. Which of the following is not a correct statement about operations management?

- Production applies only to the secondary sector
- It relates to what an organization does and delivers
- Production applies to both small and large scale organizations
- It applies to activities in the primary, secondary and tertiary sectors

19. Fill in the missing parts in the following text:

_____ - Dimension of the triple bottom line that focuses on the extent to which an organization or economy can meet the needs of the current population without jeopardising the needs of future populations.

20. Fill in the missing parts in the following text:

_____ - The ability of an organization or an economy to continue its business activities indefinitely, without jeopardising opportunities for future generations.

21. Fill in the missing parts in the following text:

_____ - Elkington's model of three pillars (aspects) of sustainability that businesses need to consider: social, ecological and economic sustainability (or people, planet and profits).

22. Which term describes the process of turning factors of production into finished output of goods and services of a higher value for customers?

- Strategic planning
- Production
- Integration