

# 國立中央大學九十學年度碩士班研究生入學試題卷

所別： 企業管理學系 丙組 科目： 生產與作業管理 共 3 頁 第 1 頁

(企管所考題)請注意，答題時請清楚標明題號，並以大寫英文字母(A, B, C, D, E)作答，否則以零分計算。共五十題，每題兩分。

- In \_\_\_\_\_, products are completed and placed in inventory prior to the receipt of the customer order.  
(A) Make-to-order  
(B) Make-to-stock  
(C) Assemble-to-order  
(D) Manufacturing operations  
(E) Operations strategy
- Which of the following types of production operations is the most flexible?  
(A) continuous flow production  
(B) job shop  
(C) line flow production  
(D) project  
(E) batch production systems
- Which of the following statements about modern operations management is TRUE?  
(A) It is due partly to the work of Joseph Orlicky.  
(B) It was spurred by the development of MRP.  
(C) Modern operations management emerged after World War II.  
(D) Materials Requirements Planning and computers were significant contributors.  
(E) All of the above are true.
- A service is a perishable commodity that generally cannot be:  
(A) scheduled  
(B) forecasted  
(C) stored  
(D) exported  
(E) automated
- According to the Service Process Matrix, a service characterized as "high" labor intensity and "high" degrees of interaction/customization would be?  
(A) service shop  
(B) mass service  
(C) professional service  
(D) service factory  
(E) none of the above
- The primary purpose of strategic planning is to:  
(A) match supply and demand  
(B) ensure long-run profitability  
(C) increase customer satisfaction  
(D) improve product quality  
(E) improved productivity
- The importance of product/service planning is heightened by all of the following factors except:  
(A) expiration of patents  
(B) rapid technological innovation  
(C) intense competition  
(D) rapid product development  
(E) none of the above
- Which of the following are not considered ways of focusing plants?  
(A) market focus  
(B) product focus  
(C) volume focus  
(D) supplier focus  
(E) geographical focus
- Which of the following are characteristics of supply chain management?  
(A) the supply chain is treated as single entity  
(B) dependent upon strategic decision making  
(C) views inventories as a last resort  
(D) integration of systems throughout the chain  
(E) all of the above
- Time series data may contain all of the following except:  
(A) trend component  
(B) seasonal component  
(C) cyclical component  
(D) irregular component  
(E) all of the above
- A forecasting technique that gives equal weight to the demand from all previous periods is:  
(A) moving average  
(B) weighted moving average  
(C) simple average  
(D) simple exponential smoothing  
(E) double exponential smoothing
- MSE is used to:  
(A) uncover multicollinearity  
(B) find an exponentially smoothed forecast  
(C) measure forecast error  
(D) calculate a tracking signal  
(E) measure the weighted moving average forecast
- The concept of a "loss function" was developed by:  
(A) Hayes and Wheelwright  
(B) Schemenner  
(C) Hauser  
(D) Taguchi  
(E) Stocker
- The best single strategy a firm can employ against its competitors is:  
(A) keeping customers  
(B) offering low cost products  
(C) being technologically up-to-date  
(D) employing market surveys  
(E) comprehensive training programs
- Which of the following are not benefits of QFD?  
(A) fewer design changes after product/service introduction  
(B) reduced costs  
(C) increased productivity  
(D) better data to refine future design  
(E) none of the above
- Concurrent engineering involves:  
(A) overlapping product and process development activities  
(B) designing manufacturing systems that are designed to operate efficiently  
(C) designing systems with flexibility to adapt to technological changes  
(D) improving products through design and customer input  
(E) analyzing current systems to see if they meet customer requirements
- The definition of capacity utilization is the ratio of  
(A) actual capacity to effective capacity  
(B) design capacity to actual capacity  
(C) effective capacity to actual capacity  
(D) actual capacity to design capacity  
(E) design capacity to effective capacity

參考用

# 國立中央大學九十學年度碩士班研究生入學試題卷

所別: 企業管理學系 丙組 科目: 生產與作業管理 共 5 頁 第 2 頁

18. Potential service revenues for a site location can be estimated by:  
(A) traffic volumes  
(B) general retail activity  
(C) residential density  
(D) income levels  
(E) all of the above
19. In service firms, customers are more likely to choose one firm over another based on:  
(A) actual quality  
(B) product reliability  
(C) external failure costs  
(D) perceived quality  
(E) product service ability
20. The Malcolm Baldrige Award was established to:  
(A) recognize profitable firms in this country  
(B) recognize quality organizations worldwide  
(C) improve quality leadership  
(D) remove barriers to pride of workmanship  
(E) none of the above
21. Costs incurred in the design and development of new quality equipment is an example of:  
(A) appraisal costs  
(B) external failure costs  
(C) internal failure costs  
(D) prevention costs  
(E) all of the above
22. The mission statement describes:  
(A) an established series of operations which work together  
(B) quality techniques oriented toward the design of production systems which are nearly foolproof.  
(C) the use of teams of individuals as problem solvers.  
(D) the process continuous improvement.  
(E) why the organization exists.
23. Another term for CIM is:  
(A) expert systems  
(B) robotics  
(C) enterprise integration  
(D) computer aided manufacturing  
(E) artificial intelligence
24. Between the firm's customers and its operating processes lies the logistics component of  
(A) purchasing  
(B) physical supply  
(C) warehousing  
(D) logistics management  
(E) physical distribution
25. Which of the following is NOT typical of warehousing?  
(A) receive and inspect goods  
(B) dispatch the shipment  
(C) recall, select, or pick goods  
(D) sort and dispatch goods to storage  
(E) sell goods
26. Which of the following is NOT one of the internal inputs to the production planning environment?  
(A) actions of competitors  
(B) raw material availability  
(C) economic conditions  
(D) subcontractor capacity  
(E) all of the above are external inputs.
27. Because service firms do not inventory their output, \_\_\_\_\_ does not apply.  
(A) the pure chase strategy  
(B) the pure level strategy  
(C) hierarchical production planning  
(D) the pure and chase strategy  
(E) medium range planning
28. The connected series of value activities that is concerned with planning, coordinating and controlling materials, parts, finished goods from suppliers to the final customer.  
(A) supply chain  
(B) vertical linkage  
(C) resource deployment  
(D) strategic positioning  
(E) factory focus
29. Quality management is concerned with  
(A) quality strategies  
(B) programs  
(C) methods  
(D) organizational culture  
(E) all of the above
30. Which of the following is a technique that cannot ordinarily be used for aggregate planning.  
(A) parametric production planning  
(B) simulation  
(C) management coefficients  
(D) search decision rule  
(E) break-even analysis
31. Which of the following types of items would ordinarily have dependent demand?  
(A) repair parts  
(B) spare parts  
(C) subassemblies  
(D) all of the above  
(E) only A and C
32. Which of the following statements about ABC analysis is FALSE?  
(A) In ABC analysis, "A" items are tightly controlled, have accurate records, and receive regular review by major decision makers.  
(B) ABC analysis is based on the presumption that controlling the few most important items produces the vast majority of inventory savings.  
(C) In ABC analysis, "C" items have minimal records, periodic review, and simple controls.  
(D) ABC analysis is based on the presumption that all items must be tightly controlled to produce important cost savings.  
(E) None of the above statements is true.
33. The Just-In-Time manufacturing strategy attempts to shrink setup costs; it also recognizes numerous opportunity costs of carrying inventories. Regarding Economic Order Quantity calculations, these changes would result in  
(A) larger order quantities  
(B) smaller service levels  
(C) larger safety stocks  
(D) smaller lot sizes  
(E) larger lot sizes
34. When the demand rate and the lead time are both constant, the reorder point will equal:  
(A) zero  
(B) the safety stock  
(C) the expected usage during lead time  
(D) the cycle-service level  
(E) the Economic Order Quantity
35. \_\_\_\_\_ is the MRP input detailing which end items are to be produced, when they are needed, and in what quantities.  
(A) Gross requirements  
(B) Inventory records  
(C) Master production schedule  
(D) Assembly time chart  
(E) Bill of materials

參考用

# 國立中央大學九十學年度碩士班研究生入學試題卷

所別: 企業管理學系 丙組 科目: 生產與作業管理 共 三 頁 第 二 頁

36. Inventory records contain  
(A) item identification number.  
(B) quantities available and on order.  
(C) name and description of item.  
(D) lot size or lot sizing method.  
(E) all but C.
37. Linking a part requirement with a specific parent component that caused the requirement is referred to as  
(A) net requirements planning.  
(B) economic lot sizing.  
(C) Pegging  
(D) Kanban  
(E) Leveling
38. Which of the following statements regarding MRP implementation is TRUE?  
(A) MRP systems impact all functions within an organization.  
(B) An increased in expedited orders is a symptom of a successful startup of an MRP system.  
(C) Frequent product changes complicate the problem of keeping accurate BOMs.  
(D) MRP systems typically store static data and dynamic data for a component in the same file.  
(E) A and C are both true.
39. Planned order receipts is synonymous with  
(A) Net requirements.  
(B) Gross requirements.  
(C) Gross requirements less inventory on hand.  
(D) Planned order releases multiplied by item price.  
(E) Scheduled releases.
40. \_\_\_\_\_ is a tool for detailed capacity planning; all others are rough-cut in nature.  
(A) Capacity Planning using Overall Factors  
(B) Capacity Planning using Capacity Bills.  
(C) Capacity Planning using Resource Profiles  
(D) Capacity Requirements Planning  
(E) Material Requirements Planning
41. Which of the following statements about capacity planning is TRUE?  
(A) Capacity planning in MRP systems (dependent demand systems) is less than ideal despite the number of analytical models developed in this area.  
(B) Two ways that capacity planning can contribute to the competitive positioning of a firm are by reducing costs and by improving schedule performance.  
(C) Capacity planning provides a necessary means for developing an MPS that can be executed on the shop floor.  
(D) MRP in conjunction with capacity planning is an imperfect but nevertheless workable system.  
(E) All of the above are TRUE.
42. \_\_\_\_\_ is the estimated time required at an operation.  
(A) Flowtime or cycle time  
(B) Actual flow time  
(C) Value added time  
(D) Total processing time  
(E) Operation processing time
43. \_\_\_\_\_ is the performance measure that calculates the mean amount of time required to complete the total sequence of jobs.  
(A) Total processing time  
(B) Average flowtime  
(C) Average lateness  
(D) Total time  
(E) Flowtime performance
44. \_\_\_\_\_ minimizes the total elapsed time for a set of jobs that are processed through two workstations in the same fixed order.  
(A) Slack Time Remaining  
(B) Johnson's Rule  
(C) First Come First Serve  
(D) Critical Ratio Scheduling  
(E) There is no algorithm for optimizing the two-station problem.
45. Which of the following is NOT a characteristic of JIT production systems?  
(A) defect-free quality  
(B) small lots and small setup time...  
(C) minimal work in process inventories through coordinated production schedules  
(D) an EOQ of one  
(E) all of the above are JIT characteristics
46. The objectives of JIT systems include which of the following?  
(A) increase the efficient use of resources  
(B) improve overall competitiveness  
(C) improve customer satisfaction  
(D) B and C are true  
(E) A and C are true
47. \_\_\_\_\_ is a simple information system using cards for production inventory.  
(A) Push production system  
(B) Pull production system  
(C) Production Kanban  
(D) Tae-Kwon-Do  
(E) Ishakaha
48. Which of the following is an obstacle to JIT implementation?  
(A) cultural resistance to change  
(B) large setup costs  
(C) top management commitment to the JIT philosophy  
(D) implementation of material requirements planning in the organization  
(E) all of the above are obstacles
49. Which of the following statements regarding project management is FALSE?  
(A) The critical path is the longest of all paths through the network.  
(B) The critical path is that set of activities that have zero slack.  
(C) Every network has exactly one critical path.  
(D) All of the above are false.  
(E) Only B and C are false.
50. Which of the following statements concerning CPM activities is FALSE?  
(A) The early finish of an activity is the early start of that activity plus its duration.  
(B) The late finish is the earliest of the late start times of all successor activities.  
(C) The late start of an activity is its late finish less its duration.  
(D) The early start of an activity is the latest early finish of all preceding activities.  
(E) The late finish of an activity is the earliest late start of all preceding activities.