

ĐỀ THI VÀ ĐÁP ÁN
THI KẾT THÚC HỌC PHẦN
Học kỳ 1, năm học 2023-2024

I. Thông tin chung

Tên học phần:	QUẢN TRỊ VẬN HÀNH		
Mã học phần:	72SCMN30013	Số tin chỉ:	3
Mã nhóm lớp học phần:	231_72SCMN30013_01		
Hình thức thi: Trắc nghiệm kết hợp Tự luận	Thời gian làm bài:	75	phút
<i>Thí sinh được tham khảo tài liệu:</i>	<input checked="" type="checkbox"/> Có	<input type="checkbox"/> Không	

Format đề thi

- Font: Times New Roman
- Size: 13
- Tên các phương án lựa chọn: **in hoa, in đậm**
- Không sử dụng nhảy chữ/số tự động (numbering)
- Mặc định phương án đúng luôn luôn là Phương án A ghi ANSWER: A
- Tổng số câu hỏi thi:
- Quy ước đặt tên file đề thi:
+ Mã học phần_Tên học phần_Mã nhóm học phần_TNTL_De 1
+ Mã học phần_Tên học phần_Mã nhóm học phần_TNTL_De 1_Mã đề (*Nếu sử dụng nhiều mã đề cho 1 lần thi*).

II. Nội dung câu hỏi thi

1. TRẮC NGHIỆM LÝ THUYẾT: 6 điểm (gồm 15 câu ; 0,4 điểm/câu)

CÂU 1

Low-volume, high-variety processes are also known as:

- A. process focused.
- B. continuous processes.
- C. repetitive processes.
- D. product focused.

ANSWER: A

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CÂU 2

Which of the following statements regarding Gantt charts is true?

- A. Gantt charts are visual devices that show the duration of activities in a project.
- B. Gantt charts give a timeline and precedence relationships for each activity of a project.
- C. Gantt charts use the four standard spines: Methods, Materials, Manpower, and Machinery.
- D. Gantt charts are expensive.

ANSWER: A

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CÂU 3

The critical path of a network is the:

- A. longest-time path through the network.
- B. shortest-time path through the network.
- C. path with the fewest activities.
- D. path with the most activities.

ANSWER: A

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CÂU 4

The three strategic approaches to competitive advantage are _____, _____, and _____.

- A. differentiation, cost leadership, response
- B. differentiation, flexible price, response
- C. differentiation, cost leadership, low price
- D. best quality, cost leadership, response

ANSWER: A

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CÂU 5

A company that is organized across international boundaries, with decentralized authority and substantial autonomy at each business via subsidiaries, franchises, or joint ventures, has:

- A. a multidomestic strategy.
- B. a global strategy.
- C. a transnational strategy.
- D. an international strategy.

ANSWER: A

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CÂU 6

Productivity increases when:

- A. inputs decrease while outputs remain the same.
- B. outputs decrease while inputs remain the same.
- C. inputs and outputs increase proportionately.
- D. inputs increase at the same rate as outputs.

ANSWER: A

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CÂU 7

A strategy that is not one of the 10 strategic operations

- A. advertising strategies.
- B. maintenance.
- C. human resources, job design and work measurement.
- D. design of goods and services.

ANSWER: A

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CÂU 8

Services often:

- A. are knowledge based.
- B. are tangible.
- C. are standardized.
- D. are low in customer interaction.

ANSWER: A

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CÂU 9

Productivity:

- A. is dependent upon labor, management, and capital.
- B. can use many factors as the numerator.
- C. is the same thing as production.
- D. increases at about 0.5% per year.

ANSWER: A

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CÂU 10

Single-factor productivity:

- A. usually uses labor as a factor.
- B. remains constant.
- C. is never constant.
- D. seldom uses labor as a factor.

ANSWER: A

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CÂU 11

Multifactor productivity:

- A. usually uses substitutes as common variables for the factors of production.
- B. remains constant.
- C. is never constant.
- D. seldom uses labor as a factor.

ANSWER: A

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CÂU 12

Productivity increases each year in the U.S. are a result of three factors:

- A. labor, capital, management
- B. engineering, labor, capital
- C. engineering, capital, quality control
- D. engineering, labor, data processing

ANSWER: A

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CÂU 13

Operations management is applicable

- A. to all firms, whether manufacturing and service
- B. mostly to the service sector
- C. to services exclusively
- D. mostly to the manufacturing sector

ANSWER: A

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CÂU 14

Which is not true regarding differences between goods and services?

- A. Goods tend to have higher customer interaction than services.
- B. Services are generally produced and consumed simultaneously; tangible goods are not.
- C. Services tend to be more knowledge-based than products.
- D. Services tend to have a more inconsistent product definition than goods.

ANSWER: A

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CÂU 15

Which of the following would not be an operations function in a fast-food restaurant?

- A. advertising and promotion
- B. designing the layout of the facility
- C. maintaining equipment

D. making hamburgers and fries

ANSWER: A

2. TỰ LUẬN: 4 điểm

Phần 2.1 – Bất buột (1 điểm)

Art Binley has decided to look at his productivity from a multi-factor (total factor productivity) perspective for his company which output of old system are 240 units per day, and output of new system are 260 units per day . To do so, he has determined his labor, capital, energy, and material usage and decided to use dollars as the common denominator. His total labor-hours of old system is 300 per day , and total labor-hours of new system is 308 per day. His capital and energy costs will remain constant at \$350 and \$150 per day, respectively. Material costs are \$1,000 per day and will remain the same. He pays an average of \$10 per labor-hour (with fringes).

Determine the change in percentage of the productivity of the two systems.

Phần 2.2 – Chọn 1 trong 2 Câu sau (3 điểm)

Câu 1 :

The Warren W. Fisher Computer Corporation purchases 8,000 transistors each year as components in minicomputers. The cost of carrying one transistor in inventory for a year is \$3. Ordering cost is \$30 per order. What are (a) the optimal order quantity, (b) the expected number of orders placed each year, and (c) the expected time between orders? Assume that Fisher operates on a 200-day working year.

Câu 2:

Leonard Presby, Inc., has an annual demand rate of 1,000 units but can produce at an average production rate of 2,000 units. Setup cost is \$10; carrying cost is \$1. What is the optimal number of units to be produced each time?

ĐÁP ÁN PHẦN TỰ LUẬN

Phần 2.1

CURRENT SYSTEM	
Labor:	300 hrs. @10 = 3,000
Material:	100 logs/day 1,000
Capital:	350
Energy:	<u>150</u>
Total Cost:	\$4,500

Multifactor productivity of current system: = 240 crates>\$4,500 = .0533 crates/dollar

SYSTEM WITH PROFESSIONAL BUYER	
308 hrs. @10 =	\$3,080
	1,000
	350
	150
	\$4,580

Multifactor productivity of proposed system: = 260 crates/\$4,580 = .0568 crates/dollar
 Using current productivity (.0533) as a base, the increase will be .066. That is, .0568/.0533 = 1.066, or a 6.6% increase

Phần 2.2

Câu 1

SOLUTION

$$\text{a) } Q^* = \sqrt{\frac{2DS}{H}} = \sqrt{\frac{2(8,000)(30)}{3}} = 400 \text{ units}$$

$$\text{b) } N = \frac{D}{Q^*} = \frac{8,000}{400} = 20 \text{ orders}$$

$$\text{c) Time between orders} = T = \frac{\text{Number of working days}}{N} = \frac{200}{20} = 10 \text{ working days}$$

With 20 orders placed each year, an order for 400 transistors is placed every 10 working days.

Câu 2

SOLUTION

$$Q_p^* = \sqrt{\frac{2DS}{H \left(1 - \frac{\text{Annual demand rate}}{\text{Annual production rate}} \right)}} = \sqrt{\frac{2(1,000)(10)}{1[1 - (1,000/2,000)]}}$$

$$= \sqrt{\frac{20,000}{1/2}} = \sqrt{40,000} = 200 \text{ units}$$

TP. Hồ Chí Minh, ngày 18 tháng 12 năm 2023

Người duyệt đề

Giảng viên ra đề




TS. ĐỖ THÀNH LƯU

TS. ĐỖ THÀNH LƯU

Sau khi kiểm duyệt đề thi, **Trưởng (Phó) Khoa/Bộ môn** gửi về Trung tâm Khảo thí qua email: khaothivanlang@gmail.com bao gồm file word và file pdf (được đặt password trên 1 file nén/lần gửi) và nhắn tin password + họ tên GV gửi qua Số điện thoại Thầy Phan Nhật Linh (**0918.01.03.09**).