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David Collier is Chairman of the Board of Directors of Alico Operations Management at Lutgett Business College at the University of the Gulf Coast in Florida. He holds a bachelor's degree in mechanical engineering from the University of Kentucky and a Ph.D. in Manufacturing and Operations Management from Ohio State University. Dr. Collier is the author of five books on maintenance and operations management and has won numerous awards for outstanding journal articles. He has also written and published eight guest chapters of the book, seen seven of his cases reprinted in major marketing and operations management textbooks, and has more than eighty link publications. In 2004, a citation review found that more than 250 journal articles referred to Dr. Collier's research. HE HAS PUBLISHED IN SUCH JOURNALS AS MANAGEMENT SCIENCES, DECISION SCIENCES, JOURNAL OF OPERATIONS MANAGEMENT, PRODUCTION AND OPERATIONS MANAGEMENT, INTERNATIONAL JOURNAL OF OPERATIONS AND PRODUCTIONS MANAGEMENT, BUSINESS HORIZONS, JOURNAL OF SERVICE SCIENCE AND INTERNATIONAL JOURNAL OF SERVICE INDUSTRY MANAGEMENT. Dr. Collier served in the Malcolm Baldrig National Award Board of Experts in 1991 and 1992, and has worked with organizations such as ATT, J.P. Morgan Chase Bank, Child Health Corporation of America, Emery Worldwide, Motorola, John Glenn Institute at Ohio State University and the United States Postal Service. He served as Faculty Head for the Six Sigma Black Belt Mixed (Clicks and Bricks) Executive Program at Fisher College of Business and taught in the Executive M.B.A. program at the University of Warwick in England and a number of other international programs. Prior to his academic career, Dr. Collier worked in materials management at Babcock and Wilcox. James R. Evans is a professor and director of the Center for Productivity Improvement at the University of Cincinnati. His service includes The President of the Institute of Decision Sciences 1997-1998, 11 years on the Board of Experts and the Panel of Judges for the Malcolm Baldrige National Quality Award, and serving as a judge in the Ohio Award for Excellence and Alaska Performance Excellence Award. He is currently the editor of a quality management magazine published by the American Quality Society. During the annual Congress on quality in May 2004, the American Society of Excellence presented Jim and co-author Bill Lindsey for writing the 6th edition of MANAGEMENT AND CONTROL OF QUALITY. The Crosby Medal was awarded to the authors for the authorship of an outstanding book, making a significant contribution to the expansion of philosophy and the application of principles, methods and methods of quality management. genre/form: Document Type Textbooks: Book All Authors /Authors: David Collier; James R Evans Find out more about: David Collier James R Evans ISBN: 9781305664791 1305664795 OCLC Number: Notes: The name is taken from the cover. Description: ix, 419 pages, pages, pages; illustrations (mostly color), photos; 28 cm Content: Part 1. The basic concepts of OM and value chains are 1. Operations management and value chains - 2. Measuring performance in operations and value chains is 3. Operations strategy - 4. Technology and Operations Management -- Part 2. Designing operations and supply chains - 5. Goods and service design. Designing goods and services - 6. Supply chain design - 7. Process, choice, design and analysis - 8. Project object and work -- Part 3. Operations and supply chain management - 9. Forecasting and planning demand - 10. Power management - 11. Supply chain inventory management - 12 Supply Chain Management and Logistics - 13. Resource management - 14. Operations planning and sequencing - 15. Quality management - 16. Quality control and SPC - 17. Lean Operating Systems - 18. Project Management -- Area A. Application for Cumulative Standard Normal Distribution -- Appendix B. Factors for Control Charts -- Appendix C. Random Figures -- Endnotes -- Index. Other names: OM6 :Operations management 6OM 6Peration and supply chain management: David A. Collier, James R. Evans. Completely revised and updated, OM6 includes an extended discussion of supply chain design, all new chapters on supply chain management and logistics, as well as many new challenges, discussion issues, box functions, and case studies. --Publisher's website. Read more often. 1. OM 6th edition of Collier Test Bank Full Clear Download (without formatting errors) by: OM 6th edition of Collier Solutions Guide Full Clear Download (without formatting errors) by: Chapter 02 Performance Measurement in Operations and Value Chains TRUEFALSE 1. In the context of the value chain model, when information replaces assets, costs increase. (A) True (B) False Answer : (B) 2. In the context of analytics in operations management, it costs three to five times more to save an existing customer than to acquire a new customer. (A) True (B) False Answer : (B) 3. Actions must be meaningful to the company's management and should provide a basis for strategic decision-making within the organization. (A) True (B) False Answer : (B) 4. With the help of interconnected models, managers can objectively make internal decisions that affect external results. (A) True (B) False answer : (A) 2. In the context of a value chain model, less resources are needed to achieve performance goals when information replaces assets. (A) True (B) False answer : (A) 3. The quality measures the degree to which the results of the process are consistent with management's expectations and requirements. (A) True (B) False Response (B) MULTICHOICE 7. Dextron, a private computer technology company, provides a wide range of customized laptops to meet the needs of students, corporate and small business owners. In this case, Dextron's ability to provide a wide range of customized laptops to suit the needs of its customers best describes. (A) Volume Flexibility (B) Flexibility Design (C) Budget Variance (D) Yield Production Answer : (B) 8. is the ability to provide goods and services to customers with minimal waste and maximum use of resources. (A) Flexibility of Operational Efficiency (B) Volume Flexibility (C) Reliability (D) Sustainability Response : (A) 9. Key measures of innovation and learning include. (A) Supply chain performance (B) processing time (C) percentage of new products developed (D) variance around the average time Response : (C) 4. 10. is an act of quantification of organizational units, goods and services, processes, people and other business activities. (A) Measurement (B) Prediction (C) Execution (D) Trial Response : (A) 11. The table below shows the number of pairs of shoes produced and the costs incurred by Fancy Trends Inc. for 2015.7 A pair of shoes produced by 150,000 costs incurred direct labor costs \$60,000 Energy Cost \$5,800 Raw Cost \$42,000 Based on data from Fancy Trends Inc. for 2015. (A) 1 para/USD (B) 1.39 par/USD (C) 2 pairs/USD (D) 2.46 par/USD Answer : (B) 12. In the context of productivity indicators, which of the following measures is a measure of innovation and learning? (A) Patent Applications (B) Employee Retention (C) Product Recalls (D) Labor Productivity Response : (A) 13. In the context of triple results, measures include corporate ethics and governance. (a) Environmental Sustainability (B) Social Sustainability (C) Economic Sustainability 5. (D) Political Sustainability Answer : (B) 14. Which of the following indicators of quality of work at the operational level? (A) Customer Product and Service Ratings (B) Customer Retention (C) Customer Service Representative courtesy (D) Product resembles Answer : (C) 15. In the context of the Triple Outcome (TBL), which of the following measures includes the number of ethical violations? (A) Responsibility (B) Service quality (C) Social Sustainability (D) Customer Retention Level Answer: (C) 16. In the context of measuring business performance and activity, which of the following measures is an example of innovative and educational performance evaluation? (A) Employee Satisfaction (B) Flow Processing or Cycle Time (C) Product Yield Production (D) Product-Related Judicial Response - (A) 17. measures how the process is compliant with customer requirements. (A) Training (B) Innovation (C) Variability (D) Quality 6. Answer: (D) 18. include environmental measures such as energy consumption and recycling, as well as other conservation activities. (a) Measures to Improve Operations (B) Innovative and Training Measures (C) Sustainable Development Measures (D) Financial Performance Response: 19. According to studies, the following What do customers use to assess the quality of services? (A) Operational Efficiency (B) Flexibility (C) Empathy (D) Turn Time Answer : (C) 20. The paint company has three plants located in France, Germany and Spain. Factory Performance Data are as follows: Factory Location Number of paint produced (US gallons) Total input cost (USD) Spain 4,600,000 \$5,250,000 Germany 5,500,000 France 4,000,000 \$3,500,000 Based on the analysis of the performance of all plants, the plant's performance in: (A) Germany is lower, than at the plant in Spain. (B) Spain is higher than that of the plant in France. (C) France is higher than that of the plant in Spain. (D) France is lower than that of the plant in Germany. Answer: (C) 21. Which of the following performance prospects in a balanced performance model includes performance, flow time, and asset usage? (A) Financial Perspective (b) Customer Perspective 7. (C) Innovative and Learning Perspective (D) Internal Forward Response : (D) 22. Measures that target people and the organization's infrastructure. (A) Goods and Flexibility of Customer Design (B) and The quality of market service (C) Innovation and Training Answer : (D) 23. Which of the following performance prospects in a balanced performance model measures the ultimate value that a business provides to its shareholders? (A) Financial Perspective (b) Internal Perspective (c) Perspective Learning (D) Customer Perspective Answer : (A) 24. The innovative and learning perspective in a balanced performance model includes measures such as: (A) return on investment, economic value added and shareholder value. (b) The number of joint initiatives to design client companies and the percentage of sales from new services. (c) hours of training per employee, the effectiveness of the hiring process and the income per employee. (d) The level of service quality, design and demand flexibility, and asset use. Answer: (C) 25. it's the ratio of process output to input. (A) Performance (B) Flexibility 8. (C) Variability (D) Reliability Answer : (A) 26. is a willingness to help customers and ensure a quick recovery of service disorders. (A) Responsibility (B) Empathy (C) Guarantee (D) Reliability Answer : (A) 27. It is based on a set of cause-and-effect relationships between internal and external indicators and thus identifies key performance indicators on which service-based firms should focus. (A) Service-profit Chain Model (B) Value Chain Model (C) Balanced Performance Performance Excellence Response : (A) 28. The time it takes to ramp up production levels in response to a surge in product sales is a measure. (A) Budget Variance (B) Volume Flexibility (C) Product Recalls (D) Service Upset Answer : (B) 29. Airline revenues mile and hotel revenue per full-time employee Of. (A) Reliability 9. (B) Flexibility Measures (C) Sustainability Indicators (D) Performance Indicators Answer : (D) 30. Which of the following indicators of financial performance at the organizational level? (A) Cost of quality (B) Income and Profit (C) Budget Variance (D) Labor and Material Costs Answer : (B) 31. In the context of the triple bottom line (TBL), which is the following indicators of economic sustainability efficiency? (A) Penalties for Environmental Violations (B) Corporate Ethics and Management (C) Income from New Goods and Services (D) Measures Estimated Value Response : (A) 32. At the assembly line of the assembly line of the assembly line of the plant, which produces gears, it takes fifteen minutes to complete the drilling operation using foam. The duration of this operation is called. (A) Delay time (B) queue time (C) processing time (D) standard response time: (C) 33. It is called quantitative modeling of causal and effective relationships between external and internal performance criteria. (A) Performance 10. (B) Operational Efficiency (C) Interconnected (D) Sustainability Response : (C) 34. Which of the following performance prospects in a balanced performance model includes a percentage of sales of new goods and services? (A) Financial Perspective (B) Innovative Perspective (c) Perspective Learning (D) Customer Perspective Answer : (D) 35. The ability of an organization to respond quickly to changes in quantity and type of demand is called. (A) Utility (B) Reliability (C) Demand Variability (D) Volume Flexibility Response : (D) OM 6th edition of Collier Test Bank Full Clear Loading (without Efor Format) by 11. OM 6th Edition Collier Solutions Guide Full Clear Download (no formatting errors) by: People also search: Operations Management David Collier PDF Operations Management 5th Edition collier and Evans PDF Operations Collier Evans PDF Management 4th Edition and Evans Om 6th Edition om6 Operations and Supply Management Management 4th Edition and Evans

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