

# OPERATIONAL MANAGERS QUIZ



An operations manager is responsible for overseeing business processes to maximize long-term profitability.

Here are five multiple-choice questions designed for operation managers, focusing on decision-making, process improvement, and management principles ( Select one only ):

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**Question 1: What is the primary goal of operations management?**

- A. Maximize employee satisfaction
- B. Ensure financial compliance
- C. Optimize processes to deliver value to customers
- D. Minimize product diversity

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**Question 2: Which tool is most commonly used to identify bottlenecks in a process?**

- A. SWOT Analysis
- B. Fishbone Diagram
- C. Gantt Chart
- D. Flowchart

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**Question 3: What is "Just-in-Time" (JIT) inventory management designed to achieve?**

- A. Increase the variety of products in stock
- B. Reduce waste and inventory holding costs
- C. Guarantee supply chain redundancy
- D. Ensure maximum storage utilization

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**Question 4: When prioritizing tasks, what does the "Eisenhower Matrix" focus on?**

- A. Team collaboration and morale
- B. Urgency and importance
- C. Cost-effectiveness and quality
- D. Employee roles and responsibilities

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**Question 5: If a process fails to meet performance standards, what should an operations manager do first?**

- A. Increase staff to address the problem
- B. Analyse the process to identify root causes
- C. Reduce customer expectations
- D. Replace the underperforming team members