
Operations Management 14th Edition Stevenson Test Bank

Student name: _____

TRUE/FALSE - Write 'T' if the statement is true and 'F' if the statement is false.

1) Operations managers are responsible for assessing consumer wants and needs and selling and promoting the organization's goods or services.

- ☐ true
- ☐ false

2) Often, the collective success or failure of companies' operations functions will impact the ability of a nation to

compete with other nations.

- ☐ true
- ☐ false

3) Companies are either producing goods or delivering services. This means that only one of the two types of

operations management strategies are used.

- ☐ true
- ☐ false

4) Operations, marketing, and finance function independently of each other in most organizations.

- ☐ true

☐ false

5) The greater the degree of customer involvement, the more challenging the design and management of operations.

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Chapter

Clifford Lane



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