OPERATIONS MANAGEMENT AND INFORMATION SYSTEMS (OMIS) 320 EXAM 1 PRACTICE TEST (SAMPLE)

STUDY GUIDE

SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

Questions

1. In quality management, which statement about the Pareto principle is correct?

A. 70/30 rule.

B. 80/20 rule: roughly 80% of problems come from 20% of causes; focusing on the critical few yields most improvement.

C. 90/10 rule.

D. 50/50 rule.

2. ISO 9000 refers to what?

A. A set of financial reporting standards

B. A series of management and quality assurance standards

C. An environmental compliance framework

D. A marketing standards framework

3. Which statement is NOT an EOQ model assumption?

A. Constant demand, constant lead time, fixed costs, instantaneous replenishment, no quantity discounts.

B. Demand is seasonal and lead times vary.

C. Replenishment is instantaneous.

D. There are no quantity discounts.

4. Which statement describes the service process matrix's focus?

A. It classifies services by degree of labor intensity and customization.

B. It maps product variety to production lead time.

C. It measures inventory turnover in service firms.

D. It outlines capacity planning for continuous processes.

5. Service level in inventory management refers to?

A. The probability that demand will be met without a stockout during the lead time.

B. The rate of return on inventory.

C. The total value of safety stock.

D. The time between inventory reviews.

6. The term throughput in manufacturing best describes what?

A. Rate at which finished goods pass through the system and are completed.

B. Rate of defective units per batch.

C. Number of employees on the line.

D. Amount of raw material purchased per period.

7. What is the purpose of a Gantt chart in project management?

A. To estimate project costs.

B. To visually plan and track project activities, durations, and dependencies.

C. To measure earned value.

D. To assign resources.

8. Which of the following is a criterion used in Certification Programs?

A. On-time delivery reliability

B. ISO 9001 certification by the supplier

C. No production downtime due to supplier issues in the last year

D. No significant supplier production-related negative incidents for a specified time period

9. What is change management?

A. A system for tracking financial performance

B. An organized approach to manage the change from the current state to the desired state

C. A method for conducting market research

D. A process for calibrating equipment

10. A second tier customer refers to:

A. One that gets products from a first tier customer, people like you and me

B. A company that manufactures components

C. A supplier that delivers to factories

D. A logistics provider

Answers

1. B
2. B
3. B
4. A
5. A
6. A
7. B
8. D
9. B
10. A

Explanations

1. In quality management, which statement about the Pareto principle is correct?

A. 70/30 rule.

B. 80/20 rule: roughly 80% of problems come from 20% of causes; focusing on the critical few yields most improvement.

C. 90/10 rule.

D. 50/50 rule.

In quality management, the Pareto principle is about prioritizing where you spend your improvement effort. It says that a small number of causes typically produce the majority of problems. The 80/20 description captures this idea: roughly 80% of problems come from about 20% of causes. Because those few causes drive most of the issues, targeting them yields the biggest improvement with the least waste of time and resources. In practice, you collect defect data, categorize by cause, rank them by frequency or impact, and focus on the top causes—the visualization often used is a Pareto chart. Remember, the exact percentages are approximate and can vary by situation, but the core idea—that addressing the critical few leads to the most significant gains—remains.

2. ISO 9000 refers to what?

A. A set of financial reporting standards

B. A series of management and quality assurance standards

C. An environmental compliance framework

D. A marketing standards framework

Quality management and assurance framework. ISO 9000 denotes a family of standards that define the vocabulary and guidance for implementing and auditing a quality management system. It sets the foundation and principles for how an organization consistently ensures product and process quality. The standard most widely used for certification is ISO 9001, which specifies the actual requirements to meet to be certified. This isn't about financial reporting, environmental compliance, or marketing standards, which is why the correct choice describes it as a series of management and quality assurance standards.

3. Which statement is NOT an EOQ model assumption?

A. Constant demand, constant lead time, fixed costs, instantaneous replenishment, no quantity discounts.

B. Demand is seasonal and lead times vary.

C. Replenishment is instantaneous.

D. There are no quantity discounts.

The EOQ model rests on stable, predictable inputs so you can balance ordering costs against holding costs and find a single optimal order quantity. It assumes demand is constant over time, lead time is fixed, replenishment is instantaneous, and there are no quantity discounts. When demand varies with the seasons and lead times are not fixed, those steady-state assumptions break down, so the classic EOQ framework no longer applies. That's why the statement describing seasonal demand and varying lead times is not an EOQ assumption. The other statements align with the standard EOQ simplifications: replenishment is instantaneous, there are no quantity discounts, and demand and lead time are treated as constant.

4. Which statement describes the service process matrix's focus?

A. It classifies services by degree of labor intensity and customization.

B. It maps product variety to production lead time.

C. It measures inventory turnover in service firms.

D. It outlines capacity planning for continuous processes.

The focus is on how services are configured in terms of labor use and customization. The service process matrix classifies service operations along two dimensions: degree of labor intensity (how much direct human effort is required) and degree of customization (how tailored the service is for each customer). This framing helps identify types like service factory, service shop, mass service, and professional service, guiding decisions about process design and delivery. The other options describe different concepts—product variety versus lead time, inventory turnover, or capacity planning for continuous processes—that aren't what the matrix uses to categorize services.

5. Service level in inventory management refers to?

A. The probability that demand will be met without a stockout during the lead time.

B. The rate of return on inventory.

C. The total value of safety stock.

D. The time between inventory reviews.

Service level is about availability during the replenishment period. It's the probability that demand can be met without a stockout while the order is in transit (lead time). In other words, it measures how often you avoid running out before the new stock arrives. This is why higher service levels require holding more safety stock to cover variability in demand during lead time. The other options don't fit this idea. It's not a rate of return on inventory, so it isn't about profitability. It isn't the total value of safety stock itself, which is a monetary measure, and it isn't the time between inventory reviews, which relates to review policies rather than stockout risk during lead time.

6. The term throughput in manufacturing best describes what?

A. Rate at which finished goods pass through the system and are completed.

B. Rate of defective units per batch.

C. Number of employees on the line.

D. Amount of raw material purchased per period.

Throughput is the rate at which the manufacturing system delivers finished goods. It measures how much product is completed and exits the process per unit of time, reflecting actual output after considering constraints and downtime. It is not about defects, headcount, or raw material purchases—these describe quality issues, staffing, or inputs, not the system's completed output. So the option that defines throughput as the rate at which finished goods pass through and are completed best captures the concept. For example, producing and shipping 100 finished units per hour represents the system's throughput.

7. What is the purpose of a Gantt chart in project management?

A. To estimate project costs.

B. To visually plan and track project activities, durations, and dependencies.

C. To measure earned value.

D. To assign resources.

The purpose of a Gantt chart is to visually plan and track project activities, their durations, and dependencies. It lays out tasks along a time axis with bars that show start and end dates, highlighting how long each task takes and how tasks rely on one another. This visualization makes scheduling, monitoring progress, and communicating the project's timeline with stakeholders much easier. It's not primarily used for estimating costs, measuring earned value, or assigning resources, which are handled by separate aspects of project management.

8. Which of the following is a criterion used in Certification Programs?

A. On-time delivery reliability

B. ISO 9001 certification by the supplier

C. No production downtime due to supplier issues in the last year

D. No significant supplier production-related negative incidents for a specified time period

Certification Programs assess a supplier's reliability by looking at their track record over time. The best criterion is having no significant production-related negative incidents for a specified period because it shows sustained, incident-free performance and reduces the risk of future disruptions. This focuses on consistency and stability, which are crucial for certifying a supplier. Other indicators like on-time delivery alone test one aspect of performance, not the overall stability over time. ISO 9001 certification is an external standard that doesn't always guarantee current performance or incident history. A period with no production downtime due to supplier issues is a useful signal but narrower in scope than a broad, time-based record of no significant incidents.

9. What is change management?

A. A system for tracking financial performance

B. An organized approach to manage the change from the current state to the desired state

C. A method for conducting market research

D. A process for calibrating equipment

Change management is an organized approach to guide the transition from the current state to the desired future state. It focuses on planning the change, engaging stakeholders, communicating clearly, and supporting people and processes through training and resources so they can adopt new ways of working. It also involves monitoring progress, addressing resistance, and making adjustments as needed to ensure the change sticks. This distinguishes it from activities like tracking financial performance, conducting market research, or calibrating equipment, which are separate functions (financial management, market analysis, and maintenance). In short, it's the structured method for moving an organization from where it is now to where it wants to be.

10. A second tier customer refers to:

A. One that gets products from a first tier customer, people like you and me

B. A company that manufactures components

C. A supplier that delivers to factories

D. A logistics provider

In supply chains, tiers describe levels of buyers downstream from the producer. A second-tier customer is the buyer that purchases from your first-tier customer, which means they sit further downstream. In everyday terms, that's usually the end consumer—people like you and me—who ultimately use the product and buy it through the channels established by the first-tier customer. The other roles listed—an entity that manufactures components, a supplier delivering to factories, or a logistics provider—are all part of the supply chain but are not second-tier customers in this sense; they are suppliers or service providers, not the downstream end user who buys through the first-tier channel.

Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

https://omis320exam1.examzify.com

We wish you the very best on your exam journey. You've got this!