

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

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- 1. Which forecasting approach relies on expert consensus often gathered via rounds of questions known as Delphi?**
 - A. Qualitative forecasting
 - B. Quantitative forecasting
 - C. Time-series forecasting
 - D. Delphi method
- 2. Which concept aims to improve over competitors' performance?**
 - A. Purchasing
 - B. Industrial Buyers
 - C. Benchmarking
 - D. Merchant Buyers
- 3. In service blueprinting, which elements are typically distinguished?**
 - A. Front-stage and back-stage activities.
 - B. Internal cost and external revenue streams.
 - C. Supplier lead times and order quantities.
 - D. User interface and database schemas.
- 4. Which module is specifically integrated for operations in OMIS?**
 - A. Materials Requirements Planning (MRP) / Production Planning and Control (PPC)
 - B. Human Resources
 - C. Sales and Marketing
 - D. Public Relations
- 5. Which of the following is a primary goal of purchasing?**
 - A. Improve quality of the finished goods produced.
 - B. Expand product portfolio through internal development.
 - C. Ensure uninterrupted flows of raw materials at the lowest total cost.
 - D. Optimize customer satisfaction.

6. RFID technology in logistics primarily supports:

- A. Customer relationship management
- B. Demand forecasting
- C. Supplier certification
- D. Inventory visibility and tracking

7. Which item is NOT one of the eight wastes in DOWNTIME?

- A. Collaboration
- B. Defects
- C. Overproduction
- D. Transportation

8. 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

9. What does takt time ensure in line balancing?

- A. It sets the pace that line stations must meet to avoid delays.
- B. It guarantees zero inventory.
- C. It eliminates the need for scheduling.
- D. It defines target lead times per batch.

10. Which statement best describes fitness for use in quality management?

- A. Fitness for use refers to suitability for the intended purpose and user needs.
- B. Fitness for use refers to adherence to internal process metrics.
- C. Fitness for use is about minimizing cost regardless of use.
- D. Fitness for use refers to packaging aesthetics.

Answers

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

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Explanations

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1. Which forecasting approach relies on expert consensus often gathered via rounds of questions known as Delphi?

- A. Qualitative forecasting
- B. Quantitative forecasting
- C. Time-series forecasting
- D. Delphi method**

Delphi method focuses on structured, iterative gathering of expert judgment to reach a group consensus. In practice, a panel of experts answers questionnaires privately. After each round, their responses are summarized and shared with the group, and experts have a chance to revise their views in light of the feedback. This cycle repeats until converge on a forecast or until diminishing returns are reached. The key advantage is that it leverages diverse expertise while minimizing individual biases and domination, since responses are anonymous and refined through controlled feedback. This approach is especially useful when data are scarce or future conditions are highly uncertain, such as long-term technology forecasting or policy planning. Other qualitative methods collect expert input but don't use the iterative, feedback-driven rounds that define the Delphi process; time-series and quantitative methods, by contrast, rely on historical data and numerical models rather than expert consensus.

2. Which concept aims to improve over competitors' performance?

- A. Purchasing
- B. Industrial Buyers
- C. Benchmarking**
- D. Merchant Buyers

Benchmarking is the practice of comparing your organization's performance and processes to those of the best in the field or to competitors, with the aim of identifying gaps and implementing improvements. It targets improving over competitors' performance by adopting proven practices from top performers and closing the gaps in key metrics like efficiency, quality, and speed. Other procurement terms describe simply obtaining goods (purchasing), buying for industrial operations (industrial buyers), or buying for resale (merchant buyers); none inherently focuses on beating competitors in performance the way benchmarking does.

3. In service blueprinting, which elements are typically distinguished?

- A. Front-stage and back-stage activities.**
- B. Internal cost and external revenue streams.
- C. Supplier lead times and order quantities.
- D. User interface and database schemas.

In service blueprinting, the key idea is to separate what customers directly experience from what happens behind the scenes. Front-stage activities are those the customer sees and interacts with, while back-stage activities happen out of sight but are essential to delivering the service. This distinction lets you map the entire service process—customer actions, visible employee actions, backstage actions, and the supporting systems—so you can spot gaps, redundancies, or points where the service might fail to meet the customer's expectations. The other options don't fit this approach: financial metrics like costs and revenues, procurement details like supplier lead times, and software design elements like user interfaces and database schemas aren't the typical focus of service blueprints.

4. Which module is specifically integrated for operations in OMIS?

- A. Materials Requirements Planning (MRP) / Production Planning and Control (PPC)
- B. Human Resources
- C. Sales and Marketing
- D. Public Relations

In OMIS, the focus is on planning and controlling how goods are produced and materials flow through operations. Materials Requirements Planning and Production Planning and Control are the modules designed to support that. MRP determines what materials are needed, in what quantities, and when, based on bills of materials, lead times, and current inventory, so production can proceed without delays and with optimal stock levels. PPC takes the master production plan and translates it into detailed shop-floor schedules, assigning capacity, machines, and labor, and monitoring execution to meet delivery deadlines. Together, these operations-focused modules connect planning with execution and link demand to supply. Other modules you might see, like Human Resources, Sales and Marketing, or Public Relations, serve different areas of the business and aren't centered on the core operations processes.

5. Which of the following is a primary goal of purchasing?

- A. Improve quality of the finished goods produced.
- B. Expand product portfolio through internal development.
- C. Ensure uninterrupted flows of raw materials at the lowest total cost.
- D. Optimize customer satisfaction.

Purchasing is about securing the materials a company needs to keep production moving smoothly while controlling costs overall. The primary goal is to ensure uninterrupted flows of raw materials at the lowest total cost, which means reliable deliveries, appropriate inventory levels, and favorable terms that minimize the combined expense of purchase, ordering, carrying, and any costs from quality issues or supply risk. This focus on continuous supply and total cost distinguishes it from other objectives: improving finished-goods quality relates to quality assurance and production engineering; expanding the product portfolio through internal development is an R&D/innovation activity; optimizing customer satisfaction involves broader operations, marketing, and service. So the emphasis on keeping the supply chain steady at the lowest total cost is the best fit.

6. RFID technology in logistics primarily supports:

- A. Customer relationship management
- B. Demand forecasting
- C. Supplier certification
- D. Inventory visibility and tracking

RFID in logistics centers on automatic identification and data capture to know exactly what you have and where it is in the system. The strongest fit is inventory visibility and tracking because RFID tags can be read quickly and remotely as goods move through receiving, storage, picking, and shipping, providing real-time stock levels and precise locations. This improves accuracy, reduces stock discrepancies, speeds up operations, and enables traceability across the supply chain. While data from RFID can support other activities, such as forecasting or supplier evaluation, those areas are not the primary function of RFID in logistics, and CRM focuses on customer interactions rather than item tracking.

7. Which item is NOT one of the eight wastes in DOWNTIME?

- A. Collaboration
- B. Defects
- C. Overproduction
- D. Transportation**

Lean sees wastes as activities that do not add value from the customer's perspective. The eight wastes are Defects, Overproduction, Waiting, Not utilizing talent, Transportation, Inventory, Motion, and Excess processing. Collaboration isn't one of these wastes because teamwork and sharing knowledge tend to create value by solving problems and improving processes. So Collaboration is the item that is not a waste. Transportation, Defects, and Overproduction are wastes because they add time, cost, and unnecessary work without delivering value to the customer.

8. 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.

9. What does takt time ensure in line balancing?

- A. It sets the pace that line stations must meet to avoid delays.**
- B. It guarantees zero inventory.
- C. It eliminates the need for scheduling.
- D. It defines target lead times per batch.

Takt time establishes the pace the line must meet to satisfy customer demand, creating the rhythm the entire production line should follow. It's computed by dividing the available production time by the customer demand rate, so the line has a clear beat to hit with every unit produced. When each station's cycle time is close to this beat, the line flows smoothly and delays are minimized; a station that takes longer than takt time becomes a bottleneck and can cause downstream delays, while a shorter cycle time means there's slack to absorb variation and keep the flow moving. The aim in line balancing is to align the work at each station to this beat so the total time across stations matches the takt time, supporting a steady, just-in-time flow. It doesn't guarantee zero inventory, it doesn't eliminate scheduling, and it doesn't define target lead times per batch.

10. Which statement best describes fitness for use in quality management?

- A. Fitness for use refers to suitability for the intended purpose and user needs.**
- B. Fitness for use refers to adherence to internal process metrics.
- C. Fitness for use is about minimizing cost regardless of use.
- D. Fitness for use refers to packaging aesthetics.

Fitness for use means the product or service does what the user needs in the real world. In quality management, quality isn't just about meeting internal specs—it's about delivering something that performs as intended for the customer, under expected conditions, with reliable performance, safety, usability, and overall value. The statement that best captures this is the one describing suitability for the intended purpose and user needs because it centers the actual use and satisfaction of the customer. The other ideas miss this focus: adhering to internal process metrics emphasizes how well the process runs rather than whether the output fulfills customer use; minimizing cost regardless of use neglects whether the product actually works for the user; packaging aesthetics concerns appearance, not functional fitness for the intended use.

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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!

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