
TEST BANK FOR

Operations and Supply Chain Management 16th Edition By F. Robert Jacobs

Chapter 1-22

Chapter 01 Test Bank Static

1. Efficiency means doing the right things to create the most value for the company.

FALSE

Efficiency means doing something at the lowest possible cost.

2. Effectiveness means doing the right things to create the most value for the company.

TRUE

Effectiveness means doing the right things to create the most value for the company.

AACSB: Analytical Thinking

Blooms: Remember

Difficulty: 1 Easy

Learning Objective: 01-04 Evaluate the efficiency of a firm.

Topic: Efficiency, Effectiveness, and Value

3. A doctor completes a surgical procedure on a patient without error. The patient dies anyway. In operations management terms, we could refer to this doctor as being efficient but not effective.

TRUE

Efficiency means doing something at the lowest possible cost. Effectiveness means doing the right things to create the most value. The doctor performed the surgery without error. Because the patient died, no value was created.

AACSB: Analytical Thinking

Blooms: Analyze

Difficulty: 2 Medium

Learning Objective: 01-04 Evaluate the efficiency of a firm.

Topic: Efficiency, Effectiveness, and Value

4. A worker can be efficient without being effective.

TRUE

Efficiency means doing something at the lowest possible cost. Effectiveness means doing the right things to create the most value. These are different things.

AACSB: Analytical Thinking

Blooms: Understand

Difficulty: 2 Medium

Learning Objective: 01-04 Evaluate the efficiency of a firm.

Topic: Efficiency, Effectiveness, and Value

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David Baud



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