

2-10	<p>An SOP contains</p> <ul style="list-style-type: none"> a) Manufacturing instructions b) Safety information c) Equipment maintenance details d) All of the above
2-11	<p>Parts or components assembled and supplied before sent to the production line is called a/an</p> <ul style="list-style-type: none"> a) Subassembly b) Raw material c) Inventoried part d) Automated line
2-12	<p>In many environments workers have more responsibility for operations decisions than in the past. This benefits</p> <ul style="list-style-type: none"> a) Advanced work processes b) Less need for training c) The work environment is safer d) A sense of ownership
2-13	<p>Feedback is most effective when it</p> <ul style="list-style-type: none"> a) Addresses problems immediately b) Comes from a manager or supervisor c) Is always positive d) Is given as part of an annual review
2-14	<p>Because safety is important, a production worker should know</p> <ul style="list-style-type: none"> a) Why a potential danger is unsafe b) What potential dangers exist in any process c) How safety training is conducted d) When safety training is conducted
2-15	<p>For products to meet customer specifications, the measured factor is</p> <ul style="list-style-type: none"> a) Exactly meeting a defined value b) Fall within a range that is stated as part of the spec c) Be very close to the value that is stated as the spec d) Be confirmed by a quality control lab
2-16	<p>Lean manufacturing focuses on eliminating activities that do not add value to the</p> <ul style="list-style-type: none"> a) Teamwork process b) Recycling process c) Manufacturing process d) Delivery process
2-17	<p>The main goal of any manufacturing team is to:</p> <ul style="list-style-type: none"> a) Fix a problem before it exists b) Prevent problems that could occur c) Improve safety in the plant d) Improve company performance
2-18	<p>The key point of a consensus decision is that</p> <ul style="list-style-type: none"> a) It is a decision by the team leader b) All members of the team vote to reach a majority decision c) Team members support the decision even if they are not completely satisfied d) The team members with the most knowledge about an issue make the decision

2-19	<p>If you are assigned to train someone, it is important to</p> <ul style="list-style-type: none"> a) Rely only on what you know b) Review written procedures and manuals c) Record everything you do d) Know how to use a computer
2-20	How can customization help meet customer expectations?
2-21	How have environmental concerns changed the way manufacturers make products?
2-22	How does JIT help manufacturers control costs?
2-23-	How can robots be used in production?
2-24	How did the introduction of continuous manufacturing and interchangeable parts advance manufacturing?
2-25	Why is it important for production worker to meet with the previous shift before they begin their own work?
2-26	Why should front line workers try to predict quality problems before they occur?
2-27	How can SOPs help production workers ensure safety?
2-28	Why should supervisors physically inspect a plant rather than monitor operations only through their computer?
2-29	Why is it important for production workers to constantly think about safety
2-30	How does specific feedback to each other help team members?
2-31	How can teamwork help a company become more competitive?
2-32	Why is it important to meet all product specifications
2-33	What is the difference between hearing and active listening?
2-34	How can you give constructive feedback
2-35	Why is it important to think about your audience and your purpose before you write
2-36	Name two ways to improve your listening skills
2-37	Why should jargon be avoided when communication with external customers
2-38	Why is packaging an important stage in manufacturing?
2-39	Explain how a bottleneck interrupts work flow