

2-10	An SOP contains <ul style="list-style-type: none"> a) Manufacturing instructions b) Safety information c) Equipment maintenance details d) All of the above
2-11	Parts or components assembled and supplied before sent to the production line is called a/an <ul style="list-style-type: none"> a) Subassembly b) Raw material c) Inventoried part d) Automated line
2-12	In many environments workers have more responsibility for operations decisions than in the past. This benefits <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	Feedback is most effective when it <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	Because safety is important, a production worker should know <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	For products to meet customer specifications, the measured factor is <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	Lean manufacturing focuses on eliminating activities that do not add value to the <ul style="list-style-type: none"> a) Teamwork process b) Recycling process c) Manufacturing process d) Delivery process
2-17	The main goal of any manufacturing team is to: <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	The key point of a consensus decision is that <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	If you are assigned to train someone, it is important to 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