

Exam Name - Certified Operations Manager (COM)[™]

Sample Exam

1. The five elements typically included in the management process are:

- A. Plan, direct, update, lead, supervise
- B. Organize, plan, staff, lead, control
- C. Plan, lead, organize, manage, control
- D. Accounting, finance, marketing, operations, management

Answer B

2. Which tool is commonly used in the Analyze phase of DMAIC for root cause identification?

- A. Pareto Chart
- B. Control Chart
- C. Fishbone (Ishikawa) Diagram
- D. SIPOC

Answer C

3. Lean's 5S methodology is used primarily to:

- A. Shine
- B. Sustain
- C. Sort
- D. Eliminate waste and organize the workplace

Answer D

4. Which of the following is an objective of Statistical Process Control?

- A. Reduce product returns
- B. Stabilize a process
- C. Identify control limits
- D. All of the above

Answer **D**

5. The primary task of an operations manager is often described as:

- A. Planning
- B. Controlling
- C. Wealth creation
- D. Risk management

Answer **C**

6. In operations management, scheduling is best described as:

- A. Determining which resource should do which job and when
- B. Determining total material cost
- C. Determining the flow line of materials
- D. Determining total cost of production

Answer **A**