

## 20 Multiple choice questions

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1. when a business creates novel (new) products and in doing so leads the market
  - a. innovation
  - b. global web
  - c. globalisation
  - d. quality
  
2. costs that do not change regardless of the level of business activity
  - a. compliance costs
  - b. variable costs
  - c. fiduciary
  - d. fixed costs
  
3. the level at which a firm matches total costs and total revenues
  - a. variable costs
  - b. carbon pricing
  - c. carbon footprint
  - d. breakeven point
  
4. the network of suppliers a business has chosen on the basis of lowest cost, lowest risk and maximum certainty in quality and timing of supplies
  - a. quality
  - b. innovation
  - c. globalisation
  - d. global web
  
5. a process that involves taking an existing product, taking it apart and then producing an imitation version using different materials at a lower cost
  - a. breakeven point
  - b. reverse engineering
  - c. onshore outsourcing
  - d. carbon pricing
  
6. derived from determining breakeven point and then applying strategies to create cost advantages over competitors
  - a. cost-based competition
  - b. compliance costs
  - c. variable costs
  - d. carbon footprint

7. the amount of carbon produced and entering the environment from operations processes
  - a. outsourcing
  - b. carbon pricing
  - c. breakeven point
  - d. carbon footprint
  
8. how well designed, made and functional goods are, and the degree of competence with which services are organised and delivered
  - a. quality
  - b. innovation
  - c. technology
  - d. fiduciary
  
9. the use of domestic businesses as the outsourcing provider
  - a. onshore outsourcing
  - b. offshore outsourcing
  - c. outsourcing
  - d. carbon footprint
  
10. open and accountable business actions based on respect for people, society and the broader environment
  - a. cost-based competition
  - b. corporate social responsibility (CSR)
  - c. environmental sustainability
  - d. compliance costs
  
11. the idea that business operators should be shaped around practices that consume resources today without compromising access to those resources for future generations
  - a. onshore outsourcing
  - b. reverse engineering
  - c. offshore outsourcing
  - d. environmental sustainability
  
12. the design, construction and/or application of innovative devices, methods and machinery upon operations processes
  - a. innovation
  - b. technology
  - c. fiduciary
  - d. quality

13. expenses associated with meeting the requirements of legal regulations i.e. abiding by all laws
  - a. compliance costs
  - b. variable costs
  - c. supply chain
  - d. fixed costs
  
14. a person in a position of financial trust with respect to others' money
  - a. quality
  - b. fiduciary
  - c. technology
  - d. fixed costs
  
15. the removal of barriers of trade, increasing integration and a high degree of transfer of capital, labour and resources between nations
  - a. globalisation
  - b. global web
  - c. innovation
  - d. quality
  
16. putting a price on carbon
  - a. outsourcing
  - b. carbon pricing
  - c. carbon footprint
  - d. innovation
  
17. the use of outside specialists to undertake one or more key business functions
  - a. outsourcing
  - b. carbon pricing
  - c. offshore outsourcing
  - d. onshore outsourcing
  
18. the range of suppliers a business has and the nature of its relationship with those suppliers
  - a. fixed costs
  - b. quality
  - c. supply chain
  - d. outsourcing

19. the use of overseas businesses as the outsourcing provider
  - a. carbon footprint
  - b. offshore outsourcing
  - c. onshore outsourcing
  - d. outsourcing
  
20. costs that vary in direct relationship to the level of business activity (level of production)
  - a. compliance costs
  - b. fixed costs
  - c. variable costs
  - d. global web