Certified Productivity Specialist

Test Questions

The Association of Productivity Specialists

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| **Name** | <Enter Name Here> |
| **Date** | <Enter Date Here> |

# Question 1

In no more than three sentences, define each of the following terms as they relate to our business as Productivity Specialists:

**(A) SYSTEM RELATED**

|  |  |
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| **Activity** |  |
| **Observation** |  |
| **Flexibility** |  |
| **Installation** |  |
| **Capacity** |  |
| **Inventory** |  |
| **Backlog** |  |
| **Unit of Measure** |  |
| **Earned Hour** |  |
| **Analysis** |  |
| **Plan** |  |
| **Schedule** |  |
| **Productivity** |  |
| **Volume** |  |
| **Base** |  |
| **Lost Time** |  |
| **Savings** |  |
| **Responsibility** |  |
| **Station Fill** |  |
| **Work/Time Ratio** |  |
| **Utilization** |  |
| **Attainment** |  |
| **Forecast** |  |
| **Master Schedule** |  |
| **Lead Time** |  |
| **Composite Norm** |  |
| **Variance** |  |
| **Standard Data** |  |
| **Downtime** |  |
| **KVI** |  |

**(B) TACTICAL**

|  |  |
| --- | --- |
| **Filtering** |  |
| **Management Styles** |  |
| **Compliance** |  |
| **Learning Curves** |  |
| **Behavior Change** |  |
| **Change Agent** |  |
| **Consensus Decision Making** |  |
| **Nonverbal Communication** |  |
| **Motivation** |  |
| **Participative Management** |  |
| **Confrontation** |  |
| **Transactional Analysis** |  |
| **On-The-Job Training** |  |
| **Two—Way Communication** |  |
| **Reality Therapy** |  |
| **Corporate Culture** |  |

**(C). TECHNICAL**

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| **Preventive Maintenance** |  |
| **Critical Parts** |  |
| **Work Order System** |  |
| **Throughput** |  |
| **Cycle Time** |  |
| **Capital Expenditure** |  |
| **Return on Investment (Not Analysis Related)** |  |
| **Breakdown** |  |
| **Idling** |  |
| **Insulation** |  |
| **Economic Order Quantity** |  |
| **Work-In-Process Inventory** |  |
| **Total Quality Management** |  |
| **Burden/Overhead** |  |
| **Direct Costs** |  |
| **Statistical Quality Control** |  |
| **Carrying Cost** |  |
| **Lead Time** |  |
| **J-l-T** |  |
| **Back Order** |  |
| **Degree Days** |  |

# Question 2

What is the major difference between a Productivity Specialist and a Management Consultant?

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# Question 3

List ten (10) causes of low productivity?

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| **1.** |  |
| **2.** |  |
| **3.** |  |
| **4.** |  |
| **5.** |  |
| **6.** |  |
| **7.** |  |
| **8.** |  |
| **9.** |  |
| **10.** |  |

# Question 4

Pick five (5) of the causes you have listed in the previous question and explain from your personal experience, what you did to correct the problem and the results achieved?

|  |  |
| --- | --- |
| **1.** |  |
| **2.** |  |
| **3.** |  |
| **4.** |  |
| **5.** |  |

# Question 5

Discuss the major components that would typically be found in any client management system and why you believe that to be the case?

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# Question 6

Describe the steps leading up to the norm/R.E. setting process? Describe in detail your tactical strategies for presenting to and gaining agreement from a supervisor who is reluctant?

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# Question 7

Describe the steps leading up to the manload process and the steps following it? What actions would you take if the client refused your recommendations?

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