

APO News quiz

Dear Readers:

We are again featuring a year-end quiz that invites you to refresh your memory of APO activities and productivity tools and principles reported in our 2010 issues from January to November. Ten winners will be decided in a lucky draw from among the entries with 100% correct answers. You must also complete the opinion survey to be eligible for the prizes of an APO bag and calendar. You can download the survey form from http://www.apo-tokyo.org/00apo_news.htm. The quiz is open to all *APO News* readers, excluding APO Secretariat staff and family members. Only one entry per person is permitted, and all entries must reach the APO by **11 February 2011**.

Please mail your entries to: The APO News, Administration and Finance Department, 1-2-11 Hirakawa-cho, Chiyoda-ku, Tokyo 102-0093; or fax to +81-3-5226-3950; or e-mail as a scanned attachment to pr@apo-tokyo.org.

In the quiz, please either circle the letter before the correct answer or write the correct answer on the line provided.

1. **Ab. Rahim Yusof pointed out that the rapidly changing marketplace calls for enterprises to innovate in their products and services to outperform the competition. Which of the following is not cited as a tool in planning service innovation?**
 - (a) Service blueprinting
 - (b) Business management solutions
 - (c) Six Sigma
 - (d) Surveys and interviews
2. **Food safety assurance has become a standard in the food industry. Agribusinesses and food companies were reported to be putting in place FSMS to enhance their market share in the increasingly competitive global market. What does FSMS stand for?**
 - (a) Food safety management system
 - (b) Federal security monitoring system
 - (c) Food security and management system
 - (d) Food safety and maintenance system
3. **The World Bank Tokyo Development Learning Center's Program Coordinator E. Wataya explained the advantages of VC-based distance learning to supplement f2f training. What do the abbreviations VC and f2f mean?**

4. **The global popularity of green procurement or green purchasing has increased in the last two decades. In 2007, the APO first organized a study meeting on Green Procurement to investigate issues among member countries. Subsequently, the APO published a reference on the topic in 2008. What was the title of this publication?**

5. **The Thailand Productivity Institute (FTPI) is instrumental in the introduction of the knowledge management (KM) concept in Thailand. Which of the following concepts is false in relation to KM?**
 - (a) KM is a structured, systematic approach to codify best practices for use by organizations.
 - (b) KM involves benchmarking with best competitors to identify gaps in performance.
 - (c) KM can fail if cultural barriers and other behavioral roadblocks are not addressed.
 - (d) KM is the "cure-all" for companies that aspire to excel in their industries.
6. **Product labeling requirements are an important aspect in exporting food, beverages, and dietary supplements. D. Lennarz of Registrar Corp. explained that while the US regulations for labeling can be extensive and confusing, there are exceptions. Which of the following situations is not an exception?**
 - (a) When a package is too small and labeling information cannot fit on it.
 - (b) Size requirements for declaration may be relaxed or waived altogether.
 - (c) When Nutrition Facts are replaced with a toll-free number through which consumers can obtain nutrition information.
 - (d) Some fruit and vegetables may be exempted from allergen labeling.
7. **The APO collaborated with the US State of Hawaii Department of Business and Hawaii Ecotourism Association on a nine-country study mission in Oahu from 10 to 15 March. Please write the three ecotourism sites that were visited by the mission.**

8. **E. Avedillo-Cruz discussed a productivity tool called value-added productivity measurement (VAPM). Which of the following statements is not relevant to VAPM?**
 - (a) Value added may be measured using a creation method or distribution method.
 - (b) VAPM ratios combine five profitability and five productivity measures.
 - (c) VAPM is measured as input divided by output.
 - (d) VAPM enables an organization to identify priority areas for improvements.
9. **Value engineering (VE), as explained by Kok Seong Lee of Eunison Network Pte Ltd, Singapore, is:**
 - (a) A systematic function-based approach.
 - (b) Used for increasing the value of a product to customers by providing the same or better functions at lower cost.
 - (c) Defined as function divided by cost.
 - (d) All of the above.
10. **Many companies are now turning to "on-the-job training" (OJT) to meet their needs for human resources development. OJT advantages include all of the following except for which one?**
 - (a) A well-structured OJT program motivates employees to learn.
 - (b) OJT directly relates knowledge learned to the actual work environment.
 - (c) OJT allows the trainer to observe, correct, and reinforce the skills of the employee.
 - (d) OJT is not effective in monitoring workers' skill competency.

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