

**Production and Operations Management****1:30pm to 3:30pm****Semester – II****June 6, 2011****Section - A  
(1 mark each)**

- 1) \_\_\_\_\_ is a network of facilities that performs the function of procurement of materials, transformation and their distribution to customers.
- a) project
  - b) supply chain**
  - c) production
  - d) railway
- 2) Four major decision area in supply chain management are location, production inventory and \_\_\_\_\_
- a) transportation**
  - b) finance
  - c) human resources
  - d) banking
- 3) \_\_\_\_\_ typically deal with more operational decisions in supply chain .
- a) multiple modeling
  - b) multi echelon methods
  - c) rough cut methods**
  - d) Static modelling.
- 4) In today's world, \_\_\_\_\_ is a must in supply chain management.
- a) use of internet**
  - b) use of planes
  - c) use of ships
  - d) use of trucks
- 5) Sharing of information regarding demand & supply within the supply chain leads to \_\_\_\_\_
- a) movement of material
  - b) errors
  - c) inflation control**
  - d) cost reduction
- 6) Following is not a functional silo in supply chain management.
- a) business process
  - b) sales & marketing
  - c) procurement
  - d) stainless steel**
- 7) Information will flow \_\_\_\_\_ in any supply chain.
- a) Both ways**
  - b) Upwards
  - c) Downwards
  - d) Inside-out
- 8) \_\_\_\_\_ of dissatisfied customers never complain ,they just switch to competitors.
- a) 10%
  - b) 20%**
  - c) 30%
  - d) 98%

- 9) The \_\_\_\_\_ model of the problem assumes that the cycle times are known with certainty for a production line of one product.
- a) **MMD**
  - b) GALB
  - c) SMS
  - d) SMD
- 10) When there are many small orders to retrieve, \_\_\_\_\_ usually increases productivity.
- a) **batch order picking**
  - b) general picking
  - c) special picking
  - d) partial picking
- 11) Computer aided order picking is sometimes called \_\_\_\_\_
- a) **Systematic picking**
  - b) Open picking
  - c) Paperless picking
  - d) Closed picking
- 12) \_\_\_\_\_ is the allocation of resources over time to perform a collection of tasks.
- a) **processing**
  - b) picking
  - c) routing
  - d) scheduling
- 13) JIT was introduced by \_\_\_\_\_
- a) **Toyota**
  - b) Suzuki
  - c) GM
  - d) Ford
- 14) The major objective of JIT is \_\_\_\_\_
- a) **to eliminate waste**
  - b) to reduce pollution
  - c) to control production
  - d) to improve quality
- 15) According to \_\_\_\_\_ JIT is a system of synchronizing the delivery of parts to the desired location.
- a) Newton
  - b) Pascal
  - c) **Schonberger**
  - d) Leon
- 16) following \_\_\_\_\_ is not a principle of JIT.
- a) control inflation
  - b) elimination of waste
  - c) **employee involvement**
  - d) total quality control
- 17) The goal of \_\_\_\_\_ is to incorporate less human responsibility in production.
- a) **TQM**
  - b) Kaizen
  - c) Lean manufacturing
  - d) Sudocu

18) Model is an abstraction of the reality.

- a) **True**
- b) False
- c) Can't say
- d) Not applicable.

19) Strengthening of IT solutions for a manufacturing company will lead to increase in \_\_\_\_\_

- a) **system productivity**
- b) capital productivity
- c) labor productivity
- d) personnel productivity

20) An average part spends \_\_\_\_\_ of its time on a machine during manufacturing.

- a) **10% or less**
- b) 5% or less
- c) 15% or less
- d) 20% or less

21) \_\_\_\_\_ is an electric light board that is visible to every plant employee.

- a) **kanban**
- b) andon
- c) yo- i-don
- d) kaizen

22) To reduce in –process inventories, \_\_\_\_\_ is needed.

- a) Improved lighting
- b) Improved canteens
- c) Improved ventilation
- d) **Improved material control**

23) ERP means \_\_\_\_\_

- a) **enterprise resource planning system**
- b) energy resource planning system
- c) extra resource planning system
- d) emergency resource planning system

24) Following is not the objective of quality circle teams.

- a) **vender development**
- b) manpower planning
- c) productivity
- d) zero defects

25) \_\_\_\_\_ is carried out to avoid congestion in assembly line.

- a) quality audit
- b) marketing audit
- c) maintenance
- d) **debottlenecking**

26) Employees & workers are given skills required on the job by \_\_\_\_\_ -

- a) **Training**
- b) Exercise
- c) Practice
- d) Observation

27) CAM means \_\_\_\_\_

- a) computer aided motor
- b) **computer aided manufacturing**
- c) computer aided machine

d) computer aided metallurgy

28) ECCAM open technical dictionary is called \_\_\_\_\_

- a) E- dictionary
- b) E – OD
- c) E –open dictionary**
- d) eOTD

29) Following is used to communicate picking directives to workers.

- a) reports
- b) labels**
- c) lights
- d) all of above

30) \_\_\_\_\_ to the production process can have a tremendous impact on the ability to produce

- a) timely delivery of raw materials
- b) proper workers available
- c) good lighting available
- d) proper area given**

31) following is a quality related supply measure during benchmarking

- a) on –time receipt
- b) data of production**
- c) productivity
- d) inventory records

32) Following is not a measure and means of Benchmarking.

- a) histograms
- b) check sheets**
- c) pareto charts
- d) Gantt charts

33) In six –sigma, the manager will try to reduce the % defects near to \_\_\_\_\_ at the sixth level

- a) zero**
- b) one
- c) two
- d) three

34) Operations management deals with production of goods and services both.

- a) true**
- b) false
- c) cant say
- d) not applicable

35) Following two core skills are required for any new venture in production.

- a) marketing & sales
- b) legal & financial
- c) management & capacity
- d) technical experience & commercial knowledge**

36) When a company enters in unknown production area , it is ,

- a) market development strategy
- b) diversification strategy**
- c) production strategy
- d) market penetration strategy

37) Reliance industries opening its own petrol pumps is an example of \_\_\_\_\_

- a. backward integration

**b. forward integration**

c. horizontal integration

d. simple integration

38) When new businesses have nothing to do with current technology of products it is

**a) Conglomerate diversification**

b) Horizontal diversification

c) Vertical diversification

d) Forward diversification

39) \_\_\_\_\_ can help increasing enterprise – wide productivity.

**a) facility management**

b) better banking

c) good roads

d) good canteens

40) Analyzing of manufacturing problems require \_\_\_\_\_ on the part of production manager

**a) a questioning attitude**

b) a sound thinking

c) a healthy mind

d) a good body

**Section - B  
(2 marks each)**

41) Yo – i -Don means \_\_\_\_\_.

a) Ready – set- go.

**b) Ready –don't-go**

c) Not Ready –to –go.

d) Ready –no-go.

42) Split –case picking is also referred to as \_\_\_\_\_

**a) Box picking.**

b) cage –picking

c) broken – case – picking

d) Rib – case – picking.

43) \_\_\_\_\_ is the information system supporting just –in – time.

a) andon.

**b) Kanban**

c) Kandon

d) Yodan.

44) \_\_\_\_\_ are characterized by relatively large quantities of many items.

a) Sales –orders.

b) Retail – orders.

**c) Bulk –orders.**

d) Customer- orders

45) \_\_\_\_\_ is described as an ongoing management process that requires constant updating.

a. TQM.

**b. Kaban.**

c. Bench marketing.

d. ISO.

- 46) \_\_\_\_\_ tend not to seek specific reward for their support.
- Managers.**
  - Entrepreneurs
  - Employers
  - Mentors
- 47) Infosys is a company which has made a niche in IT industry through \_\_\_\_\_.
- Quality.**
  - Differentiation
  - Diversification.
  - Bench marketing.
- 48) Textile firm setting up a call –centre is an example of \_\_\_\_\_.
- Diversification.**
  - Integration.
  - Merger
  - Acquisition.
- 49) The "Ideal systems approach "was proposed by \_\_\_\_\_.
- Newton.
  - Einstein.
  - Nadler.
  - Pascal.
- 50) The from-to-chart is also referred to as \_\_\_\_\_.
- Pole chart.
  - Travel chart.
  - Point –chart**
  - Parallel – chart
- 51) Among following system which is mainly used for service organizations.
- TQM
  - BPM**
  - JIT
  - BPR
- 52) Engineering & project companies today require support systems for Intelligent manufacturing which is the part of \_\_\_\_\_ systems.
- ERP.**
  - COBOL.
  - SAP.
  - JAVA.
- 53) TQM is management and control of \_\_\_\_\_.
- Quality related activities.**
  - Production related activities.
  - Sales related activities.
  - Research related activities.
- 54) "Kaizen " means \_\_\_\_\_.
- Continuous struggle.
  - Continuous work
  - Continues Improvement**
  - Continuous efforts.
- 55) The goal of \_\_\_\_\_ is to increase profits by eliminating or reducing variability.
- TQM.

**b) JIT**

c) SIX- SIGMA

d) ISO.

56) TQM started in \_\_\_\_\_.

a) USA.

b) UK.

**c) USSR**

d) INDIA.

57) A business process has a clearly defined \_\_\_\_\_

a) Deliverable.

**b) Objective**

c) Purpose.

d) Strategy.

58) A process is a co –ordinate set of activities designed to produce a \_\_\_\_\_.

a) **Specific outcome.**

b) Product.

c) Job description.

d) Service.

59) Modeling methods can be grouped in to \_\_\_\_\_ and \_\_\_\_\_ types.

a) Logical, mathematical.

**b) Physical ,logical**

c) Physical, Scientific.

d) Logical, scientific

60) ERD means \_\_\_\_\_.

a) Enterprise resource description.

**b) Entity resource description**

c) Enterprise resource data.

d) Entity relationship diagram.

**Section – C**  
**(4 marks each)**

61. \_\_\_\_\_ is defined as autonomous defects Control.

a. Automation

**b. Autonotation**

c. Automatic

d. Autopneumatic

62. \_\_\_\_\_ is considered a universal cure for monotony of workers during production.

**a. Job rotation**

b. Job description

c. Job requirement

d. Job selection

63. \_\_\_\_\_ involves picking orders throughout the entire picking area.

a. Discrete order picking

**b. Zone picking**

c. Tour picking

d. Batch order picking



64. \_\_\_\_\_ require an ability to create an appropriate identity and effectively communicate with the target market
- Marketing Skills**
  - Production skills
  - Financial Skills
  - R & D Skills
65. \_\_\_\_\_ are specific programmes of action outlining how the resources are deployed to attain long term goals.
- Plans
  - Tactics
  - Strategies**
  - Missions
66. \_\_\_\_\_ are the combination of various polymers.
- Alloys
  - Metals
  - Plastics
  - Blends**
67. \_\_\_\_\_ is deployed to convert design concepts into working models very fast.
- Rapid modeling
  - Rapid prototyping**
  - Rapid processing
  - Rapid manufacturing
68. 3 S in six sigma stands for \_\_\_\_\_
- Save, Shift, sell
  - Save, sell, Stabilize
  - Shift, Shrink, and stabilize**
  - Shift, Shrink, Save
69. The aim of \_\_\_\_\_ is to make the operator, the owner of the machine.
- TQM
  - Jishu-Hozen
  - Kaizen**
  - TPM
70. \_\_\_\_\_ is combination of people and automated applications organized to meet a business objective.
- Business System
  - Business cycle
  - Business Process**
  - Business office
71. \_\_\_\_\_ acts as a liaison between business people and technologists.
- Engineer
  - Business analyst
  - Manager**
  - Agent
72. \_\_\_\_\_ is where a single order is selected during picking.
- Discrete order picking
  - Zone picking**
  - Tour picking
  - Batch picking
73. \_\_\_\_\_ is where multiple orders are combined during picking.
- Discrete order picking**



- b. Zone picking
  - c. Tour picking
  - d. Batch picking
74. MBO Means \_\_\_\_\_ .
- a. **Management by objectives**
  - b. Management by officers
  - c. Management by Openness
  - d. Management by Offer – letters
- 75) Following is not a decision area of SCM
- a. transporation
  - b. inventory
  - c. **marketing**
  - d. production.

