

Production & Operation Management**7:00pm to 9:00pm****Semester – II****January 6, 2011****Section - A
(1 mark each)**

- 1) _____ model is used when we are not able to formulate a mathematical model.
 - (a) waiting line
 - (b) network
 - (c) scientific
 - (d) **simulation**
- 2) The principle that people take less time to do the same job subsequently, as the effort and skill expended in earlier activities is known as _____.
 - (a) ergonomics
 - (b) workforce productivity
 - (c) **learning**
 - (d) reasoning
- 3) JIT refers to _____.
 - a) jump in time
 - b) judge in time
 - c) **just in time**
 - d) job in time
- 4) _____ sets the quantity of each end item to be completed each week of the short range planning.
 - a) master production schedule
 - b) **quarter schedule**
 - c) weekly schedule
 - d) basic production schedule
- 5) _____ is concerned with allocating jobs or persons to machines
 - (a) transportation model
 - (b) **assignment model**
 - (c) six sigma
 - (d) ERP
- 6) Process of value analysis is divided in _____ steps
 - (a) 2
 - (b) 3
 - (c) 5
 - (d) **4**
- 7) _____ sets the quantity of each end item to be completed each week of the short range planning.
 - (a) **Master production schedule**
 - (b) weekly schedule
 - (c) daily production schedule
 - (d) none of these
- 8) _____ decides the order in which the jobs are loaded on different machines.
 - (a) PERT
 - (b) CPM
 - (c) Routing
 - (d) **Sequencing**
- 9) _____ is considered to have promoted the concept of quality circles

- (a) **Kaoru Ishikawa**
 - (b) Taguchi
 - (c) Demming
 - (d) Crosby
- 10) _____ is a management function whereby procurement, storage and issuance of the same for purposes of manufacturing the products or consumption are conducted.
- a) handling material control
 - b) handling equipments
 - c) managing workers
 - d) **managing the raw materials**
- 11) _____ helps in improving identification, pick up and repacking the materials in addition to relieving monotony of the workers.
- (a) computerization
 - (b) digitization
 - (c) **mechanization**
 - (d) optimization
- 12) _____ is the lowest cost option per cubic meter movement as investments in racking, flow rail etc.
- (a) **Pallet storage**
 - (b) Case flow
 - (c) Bin storage
 - (d) Carousel
- 13) _____ refers to quantity of material or number of items that can be stored in a unit volume.
- (a) Storage velocity
 - (b) Storage space
 - (c) **Storage density**
 - (d) none of these
- 14) Accuracy of fulfillment of order is ensured by two basic factors : _____ and _____
- (a) order extent and procurement extent
 - (b) procurement extent and billing extent
 - (c) billing extent and tax extent
 - (d) **order extent and coverage extent**
- 15) CAD refers to : _____
- a) Computer Aided Drafting
 - b) Computer Assisted Drafting
 - c) **Computer Aided Design**
 - d) Computer Automated Design
- 16) _____ introduced the "science of management"
- a) **Frederick Taylor**
 - b) Peter Taylor
 - c) John Collins
 - d) Meyer Collins
- 17) CIM refers to : _____
- a) Computer Integrated Machining
 - b) **Computer Integrated Manufacturing**
 - c) Computer Integrated Models
 - d) Computer Integrated Mechanisms
- 18) _____ is a process by which a company distinguishes itself from its competitors and their offering

- (a) Aesthetics
(b) **Differentiation**
(c) Implementation
(d) None of these
- 19) Tools like _____ are used to make the choices from many aspects in any one of the above categories.
(a) Gantt chart
(b) **Pareto analysis**
(c) Control chart
(d) Scatter diagram
- 20) _____ in the banking sector has resulted in ATMs which save the banks a huge amount of labour and it is found to have given greater customer satisfaction.
(a) Customization
(b) Cost reduction
(c) Internet
(d) **Automation**
- 21) Production control function are _____
(a) Expediting & logistics
(b) Dispatching & Quality control
(c) **Dispatching & Expediting**
(d) SQC & logistics
- 22) _____ is designed so that the assembly tasks are performed in the sequence they are designed
(a) plant layout
(b) **product layout**
(c) assembly unit
(d) production unit
- 23) _____ charts are used to record the progress of planned activities
(a) **Gantt chart**
(b) Bar chart
(c) Histogram
(d) Fish bone
- 24) ISO 9000 involves basically of _____
(a) **Documentation**
(b) Presentation
(c) Conversion
(d) Correction
- 25) _____ is concerned about the performance and administration of database that is implemented.
(a) **Logical modeling**
(b) Physical modeling
(c) Process modeling
(d) Business process modeling
- 26) _____ represents the entities or cluster of information and their relationship maintained for business.
(a) process flow diagram
(b) process diagram
(c) **entity relationship diagram**
(d) BPM
- 27) In establishing project objectives S.M.A.R.T is formulated where M stands for _____.
(a) Mandatory
(b) **Measurable**
(c) Main

- (d) Money
- 28) _____ is a technique to analyze the content of work and cost by breaking it down into its component parts
- (a) PERT
 - (b) **WBS**
 - (c) CPM
 - (d) MWS
- 29) _____ is a methodology which requires collection of all formal documented procedures of a project.
- (a) **CMS**
 - (b) CMT
 - (c) CM
 - (d) CS
- 30) Risk prioritizing of a project means ranking the risk involved based on the _____.
- (a) **probability**
 - (b) approvals
 - (c) data
 - (d) calculation
- 31) _____ is an example of an ongoing project
- (a) Arvind Mills
 - (b) **BRTS**
 - (c) Ellisbridge
 - (d) Kalupur railway station
- 32) The information system used to manage projects is called _____
- (a) OPS
 - (b) OPMS
 - (c) MOPS
 - (d) **PMIS**
- 33) In DMAIS, M stands for _____
- (a) **measure**
 - (b) mode
 - (c) median
 - (d) mean
- 34) Upstream supply chain consists of the activities of the company with its _____.
- (a) Customers
 - (b) **suppliers**
 - (c) shareholders
 - (d) transporters
- 35) Realistic supply chains have _____ end products with shared components
- (a) **multiple**
 - (b) single
 - (c) fixed
 - (d) finite
- 36) Ergonomics is the study of the _____ of the worker
- (a) **Body movements**
 - (b) Salary structure
 - (c) Incentives
 - (d) Health
- 37) Kanban means
- (a) verball card

- (b) virtual card
- (c) **visible card**
- (d) none of these

- 38) _____ is a methodology by which we try to find substitutes for product or an operation
- (a) engineering drawing
 - (b) time study
 - (c) **value engineering**
 - (d) work study
- 39) Study of the present system of work in order to develop a new one is called _____.
- (a) Work measurement
 - (b) Time study
 - (c) **Method study**
 - (d) Work practice
- 40) Which of the following is not one of the aim of value engineering?
- (a) Product simplification
 - (b) Better and less costly materials
 - (c) Improved product design
 - (d) **Improvised marketing strategies**

Section - B
(2 marks each)

- 41) ASRS refers to _____.
- a) Automated Statement and Reporting Systems
 - b) Automated Sensing and Repeating Systems
 - c) Automatic Sensing and Reflecting Systems
 - d) **Automated Storage and Retrieval Systems**
- 42) Characteristics of project mindset are :
- i) Time – It is impossible to improve the pace of the project by reducing the time frame of the process.
The mindset is normally to work a comfort mode by stretching the time limits.
 - ii) Processes- Project mindset lays emphasis on rigid processes.
- a) Both are True
 - b) Both are false
 - c) **true, false respectively**
 - d) false , true respectively
- 43) In order to generate better ideas, _____ is preferred than the conventional thinking.
- (a) Implementation
 - (b) **Brain storming**
 - (c) Value engineering
 - (d) Pre sourcing
- 44) Suppliers evaluation and certification will look into _____
- (a) **Quality control methods**
 - (b) Sales of the company
 - (c) Board of directors
 - (d) Structure of the organization
- 45) Out of following ; _____ does not cause imbalance in the production system
- (a) Absenteeism
 - (b) delayed arrival of material
 - (c) breakdown of equipment

(d) TPM

- 46) _____ enables us to go into details at every stage of the process and verify the _____.
- a) process definitions, authenticity of information
 - b) **business process, adequacy of data**
 - c) business process, authenticity of information
 - d) process definitions, adequacy of data
- 47) CDS algorithm was given by _____
- (a) Crosby, Demming, Smith
 - (b) Crosby, Dudek, Smith
 - (c) **Campbell, Dudek, Smith**
 - (d) Campbell, Demming, Smith
- 48) With increases in _____ and _____ at all stages of the supply chain, flexibility has become vital to effect economies.
- a) production and profit
 - b) revenue generation and efficiency
 - c) **variety of products and reduced lead time**
 - d) wastages and cost
- 49) Just-in-time and Lean Manufacturing methodologies were developed to _____ the _____ across the organisation.
- a) maximize, profits
 - b) **minimize, wastages**
 - c) minimize, contributions
 - d) maximize, inventories
- 50) CIM process helps in _____ and _____.
- a) manufacturing and packaging
 - b) maximizing profits and minimizing losses
 - c) **optimising manpower and materials**
 - d) rapid production and better business
- 51) _____ model assumes that one product passes through a dedicated line and all task times are known
- (a) SMS
 - (b) MMS
 - (c) **SMD**
 - (d) MMD
- 52) _____ is a process of coordinating the flow of goods, services, information and finances as they move from raw materials to parts supplier to manufacturer to wholesaler to retailer to consumer.
- (a) ISCM
 - (b) **SCM**
 - (c) E-SCM
 - (d) none of these
- 53) _____ is another way to reduce cost in supply chain management
- (a) improving marketing management
 - (b) **improving logistics management**
 - (c) improving ports
 - (d) improving plants
- 54) A project team member should work by _____ the problems and _____ the solutions.
- (a) facing, finding
 - (b) **owning, sharing**
 - (c) solving, finding

- (d) correcting, providing
- 55) _____ is necessary to control the increase of work at various stages of project.
- (a) **Change control**
 - (b) Configuration management
 - (c) Change management system
 - (d) Control system
- 56) Which of the following is not one of the dimensions project management
- (a) Features
 - (b) Quality
 - (c) Schedule
 - (d) **Constraint**
- 57) _____ is another aspect of quality as it gives public recognition to the company's attainments
- (a) conformance to design
 - (b) customer satisfaction
 - (c) **certification**
 - (d) TQM
- 58) As per Crosby, quality can be measured as the price paid for _____
- (a) Failures
 - (b) Errors
 - (c) **Non-conformance**
 - (d) Bad production process
- 59) The _____ contains information about the material, process, quantities, inspection procedures etc.
- (a) **Route sheet**
 - (b) Information schedule
 - (c) Assembly line
 - (d) Automated flow line
- 60) _____ of arranging machines helps in flexibility, because when machines that have similar processes are grouped together
- (a) Product layout
 - (b) Assembly layout
 - (c) Group layout
 - (d) **Cellular layout**

Section - C
(4 marks each)

- 61) _____ models are used to predict utilizations of machines and production level.
- (a) **Simulation**
 - (b) Network
 - (c) Scientific
 - (d) Waiting line
- 62) Production planning functions can be broadly identified as _____, _____ and _____
- (a) estimating, routing, distribution
 - (b) **estimating, routing, scheduling**
 - (c) estimating, distribution, collection
 - (d) distribution, collection, scheduling
- 63) _____ is a management function whereby procurement, storage and issuance of the same for purposes of manufacturing the products or consumption are conducted.
- (a) **material control**
 - (b) managing workers
 - (c) managing the raw materials

(d) Tasking

64) When multiple zones are covered simultaneously during picking & packing, we call them

- (a) simple routing
- (b) flat routing
- (c) vertical routing
- (d) **parallel routing**

65) _____ and _____ refers to information management system which initiates, directs, monitors and collects feed back to enable efficient use of all other resources.

- (a) supervision and execution
- (b) **planning and control**
- (c) delegation and supervision
- (d) initiation and direction

66) Factors affecting plant location can be broadly divided into two types namely _____ & _____

- (a) **general factors , special factors**
- (b) characteristic factor, general factors
- (c) economical factor, special factors
- (d) none of these

67) _____ is a process where the resultant effect of all factors both cost increasing and decreasing elements in each of them is analyzed.

- (a) computerization
- (b) digitization
- (c) mechanization
- (d) **optimization**

68) Manufacturing flexibility has three dimensions namely : _____ , _____ and _____

- (a) logistics , location, time
- (b) **variety , volume and time**
- (c) location, movement, volume
- (d) logistics, cost and variety

69) Which of the following steps are necessary to conduct a benchmarking operation.

- (a) Planning, do, act, check
- (b) **Planning, analysis, integration, action**
- (c) Planning, analysis, research, action
- (d) Planning and analysis

70) SCM is an integrated process transforming _____ which are then delivered to the customer.

- (a) **raw materials in to finished products**
- (b) data in to information
- (c) orders in to invoices
- (d) products in to packaged goods

71) _____ gives in detail the contents of a job which need to be performed with efficiency.

- (a) Job satisfaction
- (b) Job analysis
- (c) **Job description**
- (d) None of these

72) _____ is the uncertainty caused from distorted information flowing up and down the supply chain

- (a) bottleneck
- (b) **bull whip effect**
- (c) nano effect

- (d) supply failure
- 73) SMED means
- (a) **single minute exchange of device**
 - (b) single minute electronic device
 - (c) single minute elementary device
 - (d) None of these
- 74) Suppliers evaluation and certification will look into _____
- (a) **Quality control methods**
 - (b) Sales of the company
 - (c) Board of directors
 - (d) Structure of the organization
- 75) The technique used often for optimizing an objective like profit or revenue maximization is called _____.
- (a) **linear programming**
 - (b) inventory control
 - (c) network analysis
 - (d) gantt charts