

MODEL PAPER

MB0028 Production and Operations Management

1 mark questions

QN Question

- 1 JIT refers to _____
 - a) jump in time
 - b) judge in time
 - c) just in time
 - d) job in time

- 2 _____ 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

- 3 _____ 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

- 4 _____ are materials held at various locations in a production system.
 - a) Store
 - b) Godown
 - c) Inventories
 - d) Yard

- 5 _____ at every stage is necessary to derive competitive advantage.
 - a) Controlling
 - b) Coordinating
 - c) Tasking
 - d) Optimisation

- 6 CAD refers to : _____
 - a) Computer Aided Drafting
 - b) Compter Assisted Drafting
 - c) Computer Aided Design
 - d) Computer Automated Design

- 7 CIM refers to : _____
 - a) Computer Integrated Machining
 - b) Computer Integrated Manufacturing
 - c) Compute Integrated Models
 - d) Computer Integrated Mechanisms

- 8 _____ helps in improving identification , pick up and repacking the materials in addition to relieving monotony of the workers.

- a) computerisation
- b) digitization
- c) mechnanisation
- d) optimization

9 The factory, the location where all the activities take place, machinery and heavy equipments are kept is known as _____ .;

- a) godown
- b) plant
- c) industry
- d) workshop

10 Methodologies, technology, toolings, fixtures - for establishing, maintaining and improving productivity are referred to as _____ .;

- a) programs
- b) tasks
- c) duties
- d) processes

11 _____ have to be established to enable the organisation to move towards leadership position.

- a) Quality systems
- b) Human resources systems
- c) Information systems
- d) Operations systems

12 To achieve excellence, _____ processes are employed and international certification sought.

- a) information
- b) operations
- c) quality
- d) benchmarking

13 _____ has become fundamental for an organization's existence because processes involved are automated and the flows cannot be interrupted.

- a) Technolgymanagement
- b) Information systems
- c) Production management
- d) Assurance of quality

14 _____ introduced the " science of management"

- a) Frederick Taylor
- b) Peter Taylor
- c) John Collins
- d) Meyer Collins

15 _____ 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) Internet
- c) Cost reduction
- d) Automation

16 CNC refers to _____ .

- a) Controlled Network Coding
- b) ComputerNumerical Controlled
- c) Controlled Numerical Coding

d) Computerized Network Controlled

- 17 _____ are used for inspection, identification and guidance
- a) Vision Sensors
 - b) ATMs
 - c) Scanners
 - d) OCR
- 18 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
- 19 _____ are designed so that the assembly tasks are performed in the sequence they are designed.
- a) Plant Layout
 - b) Product Layouts
 - c) Assembly Units
 - d) Production Units
- 20 In the shop floor longer runs lead to _____ and minimize the set up costs
- a) higher productivity
 - b) higher efficiency
 - c) better utility
 - d) better management
- 21 _____ is a process where the resultant effect of all factors – both cost increasing and decreasing elements in each of them – is analysed.
- a) Feedback
 - b) Optimization
 - c) Costing
 - d) Estimation
- 22 _____ means specifications of materials, finishes, characteristics and other features that are incorporated in the product of which the maker is aware and expects them to meet the customers' needs.
- a) customization
 - b) characterization
 - c) specification
 - d) design
- 23 The degree to which the manufactured product or delivered service meets the parameters that have been incorporated in the design is referred to as _____ .
- a) optimization
 - b) conformance
 - c) quality
 - d) maintainability
- 24 _____ are graphical representation of distribution of data.
- a) bar graph
 - b) pie charts
 - c) histogram
 - d) frequency chart

- 25 This is a tool for classifying problem areas according to the degree of importance and attending to the most important.
- a) scatter diagram
 - b) pie chart
 - c) histogram
 - d) pareto
- 26 PDCA cycle is also known as _____ .
- a) Pie chart
 - b) Jurangs cycle
 - c) Demings cycle
 - d) Alfreds cycle
- 27 _____ is a total response that a business undertakes utilizing resources and delivering outputs that create value for the customer.
- a) Business process
 - b) Business product
 - c) Product management
 - d) Product process
- 28 _____ refers to a set of activities undertaken to optimise the business process for improving their performance, deliver better value for the customer, maximize the earnings and keep its head above competition.
- a) project management
 - b) business process management
 - c) total quality management
 - d) resource management
- 29 Management is the technique of understanding the problems, needs and controlling the use of resources, such as cost, time, manpower, materials, etc.
- a) Project
 - b) PERT
 - c) CPM
 - d) Management
- 30 It consists of the various activities of operations, resources and the limitations imposed on them.
- a) Process
 - b) Management
 - c) Project Cycle
 - d) Product
- 31 It is a part of the project which consists of simple and routine instructions to achieve a desired result of any activity of the project.
- a) Process
 - b) Management
 - c) Project Cycle
 - d) Product
- 32 This proposal contains the strategies adopted to market the product to the customers.
- a) Marketing
 - b) Design
 - c) Analysis
 - d) Evaluation
- 33 In this phase the project manager and the teams members work on the project objectives as per the plan.

- a) Marketing
- b) Design
- c) Analysis
- d) Execution

34 In this phase information is collected from the customer pertaining to the project and the requirements are analyzed.

- a) Marketing
- b) Design
- c) Analysis
- d) Execution

35 One can find out the variance and use the variance to analyze the various probabilistic estimates pertaining to the project in ___ method.

- a) CPM
- b) PERT
- c) CPM
- d) ICT

36 Assist the team members, stakeholders, managers with necessary information and summary of the information shared to the higher level managers is one of the aspects of ___ .

- a) DSS
- b) KBS
- c) PMIS
- d) EIS

37 Assists the managers in doing what if analyses about project staffing, proposed staffing changes and total allocation of resources is one of the aspect of ____ .

- a) PMIS
- b) KBS
- c) DSS
- d) EIS

38 Help organizational learning by helping the members of the organization learn about project management is one of the aspects of ____ .

- a) EIS
- b) KBS
- c) DSS
- d) PMIS

39 One of the objectives of ____ is enhancement of coverage and accuracy of management information systems.

- a) MRS
- b) EIS
- c) TPS
- d) SCM

40 SMD represents _____ .

- a) single model description
- b) single machine description
- c) simple machine description
- d) single model deterministic

2 mark questions

QN Question

- 1 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

- 2 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

- 3 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

- 4 _____ 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

- 5 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

- 6 Factors influencing Plant location can be broadly divided into two types namely _____ and _____ .
 - a) general factors and specific factors
 - b) specific factors and specialized factors
 - c) specialized factors and utility factors
 - d) general factors and special factors

- 7 The essence of planning is the determination of activities that need to be performed at a future date to meet demands that have been forecast based on _____ and _____ .
 - a) product characteristics and specificaiton
 - b) market surveys and forecasting
 - c) prediction models and forecasting
 - d) manpower and resource availability

- 8 Strategy means _____ and _____ a series of activities based on the evaluation of both internal and external environment, so as to maximise the yield.
 - a) planning and supplementing
 - b) implementing and coordinating
 - c) pricing and planning
 - d) evaluating and planning

9 Working for quality awards like _____ and _____ increases efficiencies in the organisation and builds confidence of the customers.

- a) Deming and Pulitzer
- b) Malcolm Balridge and Pulitzer
- c) Deming and Malcolm Baldrige
- d) Balance Score card and Six Sigma

10 _____ 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

11 consider the following statements :

i) The process in which interactions depends on the nature of work and dynamic and dependent on team innovations is closing process.

ii) the process in which the project is reviewed , findings are reported and project performance is analysed is executing process..

The statements are :

- a) both true
- b) both false
- c) true and false respectively
- d) false and true respectively.

12 Two of the process groups are initiating processes and controlling processes.

i) initiating process - recognition to start and establishing commitment.

ii) controlling processes - formalizing acceptance and bringing project to an orderly end.

The statements are -

- a) Both are True
- b) Both are false
- c) true, false respectively
- d) false , true respectively.

13 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.

14 At a node 15 there are 4 predecessors. EST wrt each of the 4 predecessors is 35,32,30,31 days. What is the EST of the node 15?

- a) 35 days
- b) 32 days
- c) 31 days
- d) 30 days

15 At a node 11 there are 4 successors. LCT wrt each of the 4 successors is 27,43,18,37 days. What is the LCT of the node 11?

- a) 27 days
- b) 43 days
- c) 18 days
- d) 37 days

- 16 If $t_m=7$ days, $t_o=1$ days, $t_p=7$ days what is the value of s_d (standard deviation) ?
- 0 day
 - 1 day
 - 2 days
- 17 DMAIS represents ____ .
- define, measure, analyse, improve, standardize
 - define, monitor, analyse, improve, system
 - define, monitor, analyse, integrate, standardize
 - define, measure, analyse, integrate, system
- 18 The agenda for a review should be well structured in terms of ____ and ____ .
- time and content
 - content and list of participants
 - list of participants and time
 - roles and responsibilities
- 19 The team should exhibit better control of their project ____ and then demonstrate better control about business ____ .
- prospects, growth
 - portfolio, profitability
 - portfolio, prospects
 - prospects, expandability
- 20 Success of JIT depends upon a lot of _____ and _____.
- preparation and committed implementation
 - teamwork and technology
 - cooperation and effort
 - information technology and planning

4 mark questions

QN Question

- 1 Production planning functions can be broadly identified as _____ , _____ and _____ .
- estimating , routing , distribution
 - estimating , routing , scheduling
 - estimating, distribution, collection
 - distribution, collection, scheduling
- 2 For efficient process of order picking by personnel, communication plays a vital role in any organisation and the directives they need to have are _____ , _____ and _____ .
- simple, clear and straight
 - straight, clear and easy
 - precise, timely and appropriate
 - accurate , timely and sufficient
- 3 The three major functions of any business organization are _____ , _____ and _____ .
- coordinating, organizing, delegating
 - organizing, supervising, executing
 - controlling, manning, procuring
 - operations, marketing, finance

- 4 Formulation of the strategy depends on the _____ .
- a) assessments of strengths, understanding of the weaknesses, the nature of external environment and the resilience of the internal environment.
 - b) understanding strategies, formulation of plans, utilization of resources, enabling opportunities
 - c) resilience of internal environment, resilience of external environment, understanding strategies, enabling opportunities
 - d) decision making abilities, strategizing the actions, preparation of master plan, resource planning

5 Match the following :

- | | |
|--------------------------|---------------------|
| P)market analysis | x) needs assessment |
| Q)competitive priorities | y) design analysis |
| R)product design | z) cost quality |

Which of the following is correct ?

- a) P-X, Q-Y, R-Z
 - b) P-X, Q-Z, R-Y
 - c) P-Y, Q-Z, R-X
 - d) P-Z, Q-Y, R-X
- 6 All operation systems are based on criteria of _____ , _____ and _____ .
- a) output of product , specification of product and flow pattern
 - b) input of product, characteristics of product and prices
 - c) quality of services, operations and input of product
 - d) decision making ability, input of product and output of product

7 Consider the following statements :

- P) . Evaluation is done for the processes and quality assurance measures.
 - Q) Sometimes suppliers are given total responsibility for design, procurement of materials, processing, quality and deliveries as per schedules.
- which of the following is correct ?
- a) Both are true
 - b) Both are false
 - c) true and false respectively
 - d) false and true respectively.

- 8 The method used mainly where transportation costs either for distribution of products or collection of materials from different suppliers is the main criteria.
- a) Centre of gravity method
 - b) Break even analysis
 - c) Point rating method
 - d) Factor rating method

- 9 PDCA stands for _____ .
- a) Prepare, Develop, Control , Act
 - b) Plan , Develop, Coordinate, Analyze
 - c) Product, Development, Cost, Analyze
 - d) Plan , Do , Check, Act

10 caselet : small projects, big results

Small projects may not be as glamorous or prestigious as their larger counterparts, but they're still important and still require project management. The most common mistake people make when

executing small projects is thinking that because of the small amount of effort required, the project doesn't need planning at all, says Roberta Toledo, PMP, managing partner at Alpha Consultoria,

a project management consultancy in Mexico City, Mexico. Project managers who opt to cut back on project management principles run several risks, says Margo O'Farrell, a teacher of project

management at TAFE Tasmania, a training organization in Tasmania, Australia. First, if the project manager becomes ill or otherwise unavailable, the project will probably come screaming

to a halt. Failing to apply project management principles can also result in a lack of executive commitment, O'Farrell says. A project manager's reputation may be at stake, too. Even when

a project is relatively small, the objective can be substantive. The amount of planning and process should be proportional to the project's scope.

Finally, once the project is underway, project managers must find ways to keep team members focused on

the goal-which can be particularly tricky on small projects.

In the above description, which main principles of project management are being focused upon?

(source: Karen M Kroll. PM Network. Drexel Hill: Jul 2007. Vol. 21, Iss. 7)

- a) features and cost
- b) quality and schedule
- c) cost and quality
- d) schedule and staff

11 In the analysis and evaluation phase, the following two are -

i) Trade Off Analysis - To analyze whether the project is technically, economically and practically feasible to be undertaken.

ii) Feasibility study: To understand and examine the various alternatives which could be considered
Which of the following is correct?

- a) Both are true
- b) Both are false
- c) true and false respectively
- d) false and true respectively.

12 In the analysis and evaluation phase, the following two are -

i) Project Evaluation : Evaluate expected profit, cost and risks involved.

ii) Estimation : Estimate the project cost, effort required and functionality.

Which of the following is correct?

- a) Both are true
- b) Both are false
- c) true and false respectively
- d) false and true respectively.

13 Match the following:

(p) analyse (x) design of experiments, modeling

(q) improve (y) cause and effect, failure modes, reliability, decision and risk

(r) standardize (z) control charts, time series, procedural adherence, performance mgmt.

Which of the following is correct?

- a) p-x, q-y, r-z
- b) p-y, q-x, r-z
- c) p-z, q-y, r-y
- d) p-z, q-x, r-y

14 Match the following:

- (p) analyse (x) data collection, detect metrics, sampling
(q) improve (y) cause and effect, failure modes, reliability, decision and risk
(r) measure (z) design of experiments, modeling

Which of the following is correct?

- a) p-y, q-z, r-x
- b) p-y, q-x, r-z
- c) p-z, q-y, r-y
- d) p-z, q-x, r-y

15 Manufacturing flexibility has three dimensions namely : _____ , _____ and _____ .

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