



Production and Operations Management

9:00am to 11:00am

Semester – II

June 6, 2010

SECTION A (ONE MARKS)

- (1) Which of the following is false in context of Physical Modeling?
- (a) Database software specific
 - (b) Involves the actual design of a database according to the requirements
 - (c) Revolves around the needs of business requirement
 - (d) Conversion of business model into a relational database model

Answer : C

- (2) _____ are designed so that the assembly tasks are performed in the sequence they are designed.

- (a) Production
- (b) Materials
- (c) Product Layouts
- (d) Automation

Answer : C

- (3) Is Time limited in Quantities Decision Making?

- (a) Yes
- (b) no
- (c) impossible
- (d) may be

Answer : A

- (4) TPM is primarily aimed at reduction in:

- (a) Breakdown
- (b) product defects
- (c) pollution
- (d) all of the above

Answer : D

- (5) _____ is done for the purpose of easing the operation of matching orders.

- (a) Routing
- (b) Sorting
- (c) Scheduling
- (d) Merger

Answer : B

- (6) _____ in the banking sector has resulted in ATM's

- (a) Customer Demand
- (b) Automation
- (c) Voluntary retirement scheme
- (d) Improved service

Answer : B

- (7) SCM implementation involves understanding the _____ objectives.

- (a) Production
- (b) Materials

- (c) Individual
(d) Organization

Answer : D

- (8) A graphical way to depict the project management dimensions is to use _____ diagram.
(a) Bar
(b) Scatter
(c) Kiviati
(d) Cause & Effect

Answer : C

- (9) _____ are used for construction of a house.
(a) Flow
(b) Control
(c) Process
(d) GANTT

Answer : D

- (10) What are the common questions to be asked while analyzing manufacturing problems?

- (a) What is not to be moved?
(b) Why is handling required?
(c) Where can assistance be obtained
(d) Both a and c

Answer : D

- (11) In which of the following steps of project Life Cycle, the monitoring is done and changes are managed?

- (a) Close
(b) control
(c) planning
(d) execution

Answer : B

- (12) Capacity costs are also called fixed costs. Why is this so?
(a) Capacity results in fixed costs.
(b) Variable costs become capacity costs, and are therefore fixed costs
(c) Capacity costs are the fixed costs for a desired production level
(d) Capacity costs are the short term production limitations.

Answer : C

- (13) Does 'size' matter in Resource Planning?

- (a) No
(b) very important
(c) yes
(d) may be

Answer : A

- (14) Which one is correct in context of REI chart?

- (a) Summarizing the relationships between work centers
(b) Each pair of work centers is located close to each other

- (c) Subjective evaluation of safety concerns
(d) all of the above

Answer : D

(15) The subscript "BM" represents which of the following order picking and packing system?

- (a) batch order picking, sort immediate
- (b) batch order picking, merge & sort
- (c) zone picking with routing
- (d) zone picking in parallel

Answer : B

(16) The development and administration of the activities involved in transforming resources into goods and services is known as

- (a) operations management.
- (b) manufacturing.
- (c) the transformation process.
- (d) production

Answer : C

(17) What is the difference between committed fixed costs and discretionary fixed costs?

- (a) Committed fixed costs are short term and discretionary fixed costs are avoidable
- (b) Committed fixed costs are long term and discretionary fixed costs are unavoidable
- (c) Committed fixed costs are long term and discretionary fixed costs can be changed.
- (d) Both committed fixed costs and discretionary fixed costs are synonymous.

Answer : C

(18) Which one of the following is not the feature of Single Piece Movements and Balancing of work Station

- (a) Modern approach to productivity
- (b) 5 s is a serious consideration
- (c) debottlenecking of assembly and testing areas
- (d) wastage of floor space

Answer : D

(19) Getting products to customers, obtaining and managing raw materials, and packaging finished products are all activities of

- (a) procurement.
- (b) logistics.
- (c) production.
- (d) materials management.

Answer : A

(20) Which is correct in context of uncontrolled managing Variation in TQM Model?

- (a) Stable
- (b) Exhibits a consistent pattern over time
- (c) Results of a process can be predicted with greater certainty
- (d) None of the above



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Answer : D

(21) Which one is correct in regard with Code, Test and delivery phase of project Management Life Cycle?

- (a) Staff performance evaluation
- (b) Marketing for future work
- (c) To produce a project proposal
- (d) Estimation

Answer : B

(22) 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

Answer : C

(23) During production, _____ cannot be permitted

- (a) Bottlenecks
- (b) inventories
- (c) accidents
- (d) stoppages

Answer : A

(24) _____ are used to move material during production in bulk in speedy manner

- (a) Manpower
- (b) Material handling equipment
- (c) Computers
- (d) Special methods

Answer : B

(25) Realistic supply chains have _____ end products with shared components

- (a) multiple
- (b) single
- (c) fixed
- (d) finite

Answer : A

(26) The factors which are absolutely important for project success are called _____

- (a) external factors
- (b) internal factors
- (c) critical success factors
- (d) optimal factors

Answer : C

(27) Which of the following would not normally be considered a general characteristic of a service?

- (a) Many services involve both tangible and intangible outputs

- (b) Production and sales cannot easily be separated functionally
(c) Low contact services can often be made more efficient than high contact services

(d) Production and consumption can always be spatially separated

Answer : D

(28) Most operations produce a mixture of both products and services. Which of the following businesses is closest to producing "pure" services?

- (a) Counsellor/therapist
(b) IT company
(c) Steel company
(d) A Restaurant

Answer : A

(29) The range of temperature which is considered to make it comfortable for workmen is between _____ and _____

- (a) 20, 40
(b) 25, 35
(c) 24, 32
(d) 24, 34

Answer : C

(30) Vendor Managed inventory is based on :

- (a) Inventory is a major concern
(b) Transaction costs and order processing costs are low
(c) Standardized products as and when require
(d) None of the above

Answer : A

(31) Receiving and Returns in ERP System includes:

- (a) Conversion of quotes to orders
(b) Automatic back order for partial receipts
(c) Tracking of labor
(d) Shipping facility for partial or whole orders

Answer : B

(32) JIT was introduced by:

- (a) Toyota
(b) Suzuki
(c) Hyundai
(d) Mercedes

Answer : A

(33) _____ decides the order in which the jobs are loaded on different machines.

- (a) PERT
(b) CPM
(c) Routing
(d) Sequencing

Answer : D

(34) _____ acts as starting point towards higher efforts for achieving TQM

- (a) Voice of Customer
(b) ISO 9000
(c) Improvements
(d) Maintenance

Answer : B

(35) _____ 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

Answer : A

(36) In the _____ each work centers contribution is vital

- (a) Factory
(b) Market
(c) Production
(d) Transportation

Answer : C

(37) Flexibility has _____ dimensions in the manufacturing field.

- (a) Variety
(b) Volume
(c) Time
(d) All (a,b&c)

Answer : D

(38) For effective Work Force management, one need to build robust schedules incorporating:

- (a) Probabilistic models
(b) Machine learning algorithms
(c) Both a and b
(d) None of the above

Answer : C

(39) Entity relationship diagrams are outcome of _____

- (a) BPM
(b) Logical modeling
(c) process descriptions
(d) function hierarchies

Answer : B

(40) _____ 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

Answer : C

Logical process modeling methods provide a description of the flow of data through a business process.

- (a) Logical
- (b) systematic
- (c) financial
- (d) none of the above

Answer : A

(42) The goal of _____ is to increase profits by eliminating variability defects and waste that undermine customer loyalty,

- (a) Six Sigma
- (b) 3S
- (c) either a or b
- (d) none

Answer : C

(43) The number of studies of batch manufacturing in production Management has shown that an average part spends _____ of its time on a machine.

- (a) 5 %
- (b) 6%
- (c) less than 5%
- (d) both a and c

Answer : D

(44) The Logical Process Modeling can be _____.

- (a) manual
- (b) Electronic
- (c) Either manual or electronic
- (d) Neither manual nor electronic

Answer : C

(45) _____ phase of the Project Management Life Cycle starts with receiving need identification from the customer,

- (a) Marketing
- (b) Test and delivery
- (c) Analysis and evaluation
- (d) Design

Answer : C

(46) Which of the following is not included in the keys to success in implementation of strategies?

- (a) Planning for career development of its personal at all levels
- (b) Application of organizational development concepts in its normal functioning
- (c) Ensuring that the strategy is rigid
- (d) Both b and c

Answer : C

(47) If an entrepreneur wants to maintain control over a business _____ strategy may be a better strategy.

- (a) Stability
- (b) expansion
- (c) retrenchment

(d) combination

Answer : A

(48) The methodology in which each order is started and picked simultaneously in multiple zones where there is item demand.

- (a) Routing
- (b) chaining
- (c) parallel
- (d) discrete order picking

Answer : C

(49) According to Owen, _____ of companies surveyed by the American productivity and Quality Centre feel that companies must bench mark in operations Management to survive.

- (a) 79 %
- (b) 89%
- (c) 68%
- (d) 78%

Answer : A

(50) The "Ideal System approach" of facilities Planning process is reacts with the recommended system.

- (a) AIM
- (b) Conceptualize
- (c) Design
- (d) Install

Answer : D

(51) In facility Planning process, the top management will be involved very early in the process, this _____ the chances of rejection after design is complete.

- (a) Minimizing
- (b) maximizing
- (c) both a and b
- (d) none of the above

Answer : A

(52) 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

Answer : A

(53) _____ 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

Answer : C

Quality is measured as the price paid for _____ and as indexes.

- (a) Poor supplies
- (b) Poor performance
- (c) Non conformance
- (d) Certification

Answer : C

(55) Out of following ; _____ does not cause imbalance in the production system

- (a) Absenteeism
- (b) delayed arrival of material
- (c) breakdown of equipment
- (d) TPM

Answer : D

(56) IN SCM modeling, rough-cut methods deal with _____ decisions

- (a) long term
- (b) tactical
- (c) major
- (d) strategic

Answer : B

(57) _____ model assumes that one product passes through a dedicated line and all task times are known

- (a) SMS
- (b) MMS
- (c) SMD
- (d) MMD

Answer : C

(58) _____ was the first to discuss the applicability of JIT in developing countries.

- (a) Ebrahimpour and Schonberger
- (b) Vokurka and Davis
- (c) Golhar and Stamm
- (d) Gargeya and Thompson

Answer : A

(59) JIT required several adjustments in support activities _____ the firm.

- (a) Within
- (b) outside
- (c) both within and outside
- (d) none of the above

Answer : C

(60) Storage density refers to _____ of material and velocity refers to the _____ with which materials are moved.

- (a) Quantity & Speed
- (b) Quality & Control
- (c) Size & Technique
- (d) Slow & Fast

Answer : A

SECTION C

(61) The least-squares regression method:

- (a) is less objective than is the visual-fit method.
- (b) is more objective and reliable than the visual-fit method.
- (c) does not reveal any significant statistical data other than the cost function.
- (d) is only good for cost functions where the ratio of fixed to variable costs is 1.00 or better.

Answer : B

(62) Which of the following costs is an example of a discretionary fixed cost?

- (a) interest payments on a long term loan
- (b) property taxes on land and related buildings
- (c) employee training
- (d) lease payments on production equipment

Answer : C

(63) An integrating process of customer value based on flawless delivery of basic and customized services given by:

- (a) Kalakola
- (b) Johnson
- (c) Berry
- (d) none of the above

Answer : A

(64) JIT started in:

- (a) Japan
- (b) America
- (c) Indonesia
- (d) both a and b

Answer : A

(65) A preliminary document that guides the execution of a project is:

- (a) Project plan
- (b) financial statement
- (c) shares
- (d) none of the above

Answer : A

(66) Which one is not included in the major factors for in-process storage, in Production management, unidentified by Apple and Strahan are:

- (a) Storage Mode
- (b) Inventory location
- (c) Unit load design
- (d) inventory price

Answer : D

(67) The LMM consists of:

- (a) External goniometer
- (b) computer database
- (c) exoskeleton
- (d) all of the above

Answer : D

(68) Which of the following is the least likely decision to be made by Operations Managers?

- (a) Designing and improving the jobs of the workforce
- (b) How to use quality techniques to reduce waste
- (c) Deciding which market areas to manufacture products for
- (d) How much capacity is required to balance demand

Answer : C

(69) Can Human judgment and intuition always be rational?

- (a) Cannot
- (b) may not
- (c) may be
- (d) yes

Answer : B

(70) The first step in planning process is _____.

- (a) Determining materials requirement
- (b) Determining forecast / Demand
- (c) Determining machines capacity
- (d) Determining the man power strength

Answer : B

(71) _____ 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

Answer : B

(72) CDS algorithm was given by _____.

- (a) Crosby, Demming, Smith
- (b) Crosby, Dudek, Smith
- (c) Campbell, Dudek, Smith
- (d) Campbell, Demming, Smith

Answer : C

(73) Special factors influencing the plant location are _____, _____, _____ and _____.

- (a) Economic stability, Cultural Factors, Wages and Joint ventures
- (b) Land, Labour, power and Water
- (c) Materials, Machines, Men and Market
- (d) Site, Expansion, Communication and Government support

Answer : A

(74) What are the advantages of "DTP".

- (a) Excessive walking
- (b) access to packaging supplies difficult
- (c) picker must know full layout
- (d) good selection accountability

Answer : D



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- (75) Which one of the following is the modern type of CNC machines?
- (a) Shearing
 - (b) forming
 - (c) laser cutting
 - (d) none of the above

Answer : C

