1. ..........refers to the transformation of the state of input in to output.
   a)Transportation.
   b)Alteration.
   c)Inspection
   d)all of these

2. ..........refers to preserving goods in a protected environment.
   a)Alteration
   b)Inspection
   c) Storage
   d)Bargaining

3. .............refers to the verification of and confirmation towards therequirements of an entity.
   a)Inspection.
   b)Pricing.
   c)Alteration.
   d)None of these.

4. ...............Is the management of all activities directly related to theproduction of goods and services
   a) Production management
   b)Finance control
   c)Employee development
   d)all of these

5. Which of the following is not an objective of operations management?
   a)Customer satisfaction
   b)Profitability
   c)Timeliness
   d)Employee punishment

6. Which of the following is not a part of scientific management principles?
   a)Replacement of rule of thumb
   b)Scientific selection of employees
   c)Supervise each worker in detail
   d)Coercion

7. All of the following are differences between manufacturing and serviceoperations EXCEPT
   a)Quality is more easily measured in service operations.
   b)Productivity is easier to measure in manufacturing operations
   c)Contact with customers is more prevalent with persons working inservice operations.
   d)Accumulation or decrease in inventory of finished products is moreapplicable to manufacturing operations.
8. ..........is measure of the quantity of output per unit of input.
   a)Productivity  
   b)Marketability 
   c)Sociability 
   d)None of these 

9. Lillian and Frank Gilbreth are responsible for principles of
   a) Sociotechnical systems 
   b) Zeroinventory 
   c) Motion study 
   d) Interchangeable parts 

10. .................. is the process of randomly inspecting a sample of goods and deciding whether to accept the entire lot based on the results
    a) Statistical process control. 
    b) Acceptance sampling 
    c) (a) and (b) 
    d) None of these 

11. ................. is a system that is used to maintain a desired level of quality in a product or service.
    a) Economic ordering quantity 
    b) Quality control 
    c) Knowledge management 
    d) Manpower planning 

12. Operations management is applicable
    a) Mostly to the service sector 
    b) Mostly to the manufacturing sector 
    c) to manufacturing and service sectors 
    d) To services exclusively 

13. The Father of Scientific Management is
    a) Frank Gilbreth 
    b) Frederick W. Taylor 
    c) W. Edwards Deming 
    d) Walther Shewhart 

14. Walter Shewhart is listed among the most important people of POM because of his contributions to
    a) Assembly line production 
    b) Measuring productivity in the service sector 
    c) Statistical quality control 
    d) Just-in-Time inventory methods 

15. Henry Ford is noted for his contributions to
    a) Quality control 
    b) Assembly line operations 
    c) Scientific management 
    d) Standardization of parts 

16. Which of the following is not an objective of operation management?
    a) To improve product quality 
    b) To reduce cost of production 
    c) Material cost control 
    d) Trading on equity
17. Moving of materials from the store room to the machine and from one machine to the next machine during the process of manufacture is called…………………
   a) VED analysis
   b) ABC Analysis
   c) Material handling
   d) None of these

18. ………………………..is the term used to describe the set of statistical tools used by quality professionals for the purpose of quality control
   a). accounting standards
   b). statistical quality control
   c). population study
   d). none of these

19. ………………. is the art of applying tests, preferably by the aid of measuring appliances to observe whether a given item or product is within the specified limits of variability or not.
   a) Inspection
   b) Planning
   c) Leading
   d) None of these

20. Which of the following is TRUE about business strategies?
   a) All firms within an industry will adopt the same strategy.
   b) Well defined missions make strategic development much easier.
   c) Strategies are formulated independently of SWOT analysis.
   d) An organization should stick with its strategy for the life of the business.

21. …………..is the fixation of time and date for each operation as well as it determines the sequence of operations to be followed.
   a) Dispatching
   b) Scheduling.
   c) Routing.
   d) all of these.

22. ……………. is the process of verification or correction in the quality of the product when the deviations in the quality are found to be more than expected.
   a) Policies
   b) Quality control
   c) Quantity measurement
   d) None of these

23. Which of the following is true? The impact of strategies on the general direction and basic character of a company is
   a) Long range
   b) Short ranged
   c) Minimal
   d) Medium range

24. Which of the following is true?
   a) Corporate strategy is shaped by functional strategies
   b) Corporate mission is shaped by corporate strategy
   c) Functional strategies are shaped by corporate strategy
   d) External conditions are shaped by corporate mission

25. Which of the following is not a key way in which business organizations compete with one another?
   a) Production cost
   b) Product duplication
   c) Flexibility
   d) Quality
26. ………………… involves determination of the progress of work, removing bottlenecks in the flow of work and ensuring that the productive operations are taking place in accordance with the plans
   a) Follow up
   b) Time management
   c) Time study
   d) Time booking

27. ………… is the process of setting of productive activities in motion through release of orders and instructions, in accordance with previously planned timings.
   a) Time study
   b) Follow up
   c) Dispatching
   d) None of these

28. …………… is a time-table of operations specifying the time and date when each operation is to be started and completed.
   a) Time study
   b) Schedule
   c) Loading
   d) None of these

29. ………. is the process of reporting daily progress of work in each shop in a prescribed proforma and to investigate the causes of deviations from the planned performance and to take necessary actions
   a) Follow up
   b) Motion study
   c) Time study
   d) All of these

30. Which of the following is an objective of quality control?
   a) To produce qualitative items
   b) To reduce companies cost through reduction of losses due to defects.
   c) To produce optimal quality at reduced price.
   d) All of these

31. …………………. is that aspect of operation management function, which is concerned with the acquisition, control, and use of materials needed and flow of goods and services connected with the production process.
   a) Materials management
   b) Division of labour
   c) Mass production
   d) Craft production

32. If inputs decrease while output remains constant, what will happen to productivity?
   a) It will increase
   b) It will decrease
   c) It will remain the same
   d) It is impossible to tell

33. …………………. is concerned with deciding in advance what is to be produced, when to be produced, where to be produced and how to be produced
   a) Operational planning
   b) Operational control.
   c) (a) and (b).
   d) None of these

34. The differences between the actual demand for a period and the demand forecast for that period is called:
   a) Forecast error
   b) Weighted arithmetic mean
   c) Decision process.
   d) Mean square error
35. All of the following decisions fall within the scope of operations management EXCEPT for
   a) Financial analysis
   b) Design of products and processes
   c) Location of facilities
   d) Quality management

36. .................. can be defined as the measurements that detect the onset of a degradation mechanism,
   thereby allowing causal stressors to be eliminated or controlled prior to any significant deterioration in
   the component physical state
   a) Break down maintenance
   b) Predictive maintenance
   c) Past maintenance
   d) None of these

37. .................. is defined as the combination of tasks that are required to keep a machine or part of a
   machine in the desirable condition.
   a) Substitution
   b) Maintenance
   c) Reduction
   d) Induction

38. .................. involves systematically recording, analysing and synthesizing the times required to perform a
   motion.
   a) Method study
   b) Motion study
   c) Time study
   d) All of these

39. .................. refers to the manufacturing of large volume of a single or a very few varieties of products
   with a standard set of processes
   a) Continuous production
   b) Intermittent production
   c) Project production
   d) None of these

40. .................. is the process of predicting and defining the long-term and the short-term capacity needs
   of an organization and determining how those needs will be satisfied.
   a) Capacity planning
   b) Capacity control
   c) Staff fixation
   d) Instrumentalisation

41. Production facilities are arranged as per the sequence of production operations from the first operations
    to the finished product. This method is called ..............
    a) Process production
    b) Job production
    c) Both of these
    d) None of these

42. Frederick Winslow Taylor is called;
    a) Father of operations research
    b) Father of marketing management
    c) Father of financial management
    d) Father of scientific management

43. In the case of ................. the products are produced as per the specifications of the customers
    within prefixed time and cost.
44. ................. is the system in which items are processed in lots and a new lot is undertaken for production only when the production on all items of a lot is complete.
   a) Job production  
   b) Batch production  
   c) Mass production  
   d) None of these

45. ............... is the capacity that specifies a theoretical upper limit above the usual rate of routine operations.
   a) Maximum capacity  
   b) Effective capacity  
   c) Actual capacity  
   d) None of these.

46. ......................... is the highest reasonable output rate which can be achieved with the current product specifications, product mix, work force, plant and equipment.
   a) Publicity  
   b) Capacity  
   c) (a) and (b)  
   d) None of these.

47. In ................., machines and other supporting services are located according to the processing sequence of the product
   a) Project lay out  
   b) Product lay out  
   c) Combination lay out  
   d) None of these

48. The lay out in which production operation is performed in a fixed position is called ............... 
   a) Project lay out  
   b) Product lay out  
   c) (a) and (b)  
   d) None of these

49. ................. decision is the systematic process of determining a geographic site for a firm’s operations.
   a) Plant location  
   b) Plant layout  
   c) Product lay out  
   d) None of these

50. The layout in which all the equipment’s performing similar tasks are grouped together is called ................. 
   a) Product lay out  
   b) Process lay out  
   c) Combination lay out  
   d) None of these

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