



INDIAN INSTITUTE OF MATERIALS MANAGEMENT
PGDMM/PGDSCM&L – Two Years Course

COMPUTER MARKED ASSIGNMENT (CMA) For Jan-June 2020 semester.

Semester 2
PAPER –8
OPERATIONS MANAGEMENT

Instructions:

1. Answer all 50 questions (compulsory). Each question carries 2 marks **Total : 100 Marks**
 2. Read instructions given on the OMR answer sheet and answer the questions.
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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 onemachine to the next machine during the process of manufacture is called.....
- VED analysis
 - ABC Analysis
 - Material handling
 - 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
- accounting standards
 - statistical quality control
 - population study
 - 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.
- Inspection
 - Planning
 - Leading
 - None of these
20. Which of the following is TRUE about business strategies?
- All firms within an industry will adopt the same strategy.
 - Well defined missions make strategic development much easier.
 - Strategies are formulated independently of SWOT analysis.
 - 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 itdetermines the sequence of operations to be followed.
- Dispatching
 - Scheduling.
 - Routing.
 - 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 thanexpected.
- Policies
 - Quality control
 - Quantity measurement
 - None of these
23. Which of the following is true? The impact of strategies on the generaldirection and basic character of a company is
- Long range
 - Short ranged
 - Minimal
 - Medium range
24. Which of the following is true?
- Corporate strategy is shaped by functional strategies
 - Corporate mission is shaped by corporate strategy
 - Functional strategies are shaped by corporate strategy
 - 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?
- Production cost
 - Product duplication
 - Flexibility
 - 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
- Follow up
 - Time management
 - Time study
 - 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.
- Time study
 - Follow up
 - Dispatching
 - None of these
28. is a time-table of operations specifying the time and date when each operation is to be started and completed.
- Time study
 - Schedule
 - Loading
 - 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
- Follow up
 - Motion study
 - Time study
 - all of these
30. Which of the following is an objective of quality control?
- To produce qualitative items
 - To reduce companies cost through reduction of losses due to defects.
 - To produce optimal quality at reduced price.
 - 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.
- Materials management
 - Division of labour
 - Mass production
 - Craft production
32. If inputs decrease while output remains constant, what will happen to productivity?
- It will increase
 - It will decrease
 - It will remain the same
 - 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
- Operational planning
 - Operational control.
 - (a) and (b).
 - None of these
34. The differences between the actual demand for a period and the demand forecast for that period is called:
- Forecast error
 - Weighted arithmetic mean
 - Decision process.
 - Mean square error

35. All of the following decisions fall within the scope of operations management EXCEPT for
- Financial analysis
 - Design of products and processes
 - Location of facilities
 - 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
- Break down maintenance
 - Predictive maintenance
 - Past maintenance
 - 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.
- Substitution
 - Maintenance
 - reduction
 - Induction
38. Involves systematically recording, analysing and synthesizing the times required to perform a motion.
- Method study
 - Motion study
 - Time study
 - 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
- Continuous production
 - Intermittent production
 - Project production
 - 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.
- Capacity planning
 - Capacity control
 - Staff fixation
 - 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.....
- Process production
 - Job production
 - Both of these
 - None of these
42. Frederick Winslow Taylor is called;
- Father of operations research
 - Father of marketing management
 - Father of financial management
 - 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.

- a) Mass production
- b) Job production
- c) Both of these
- d) None of these

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
