



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

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

Semester 4
PAPER – 23
PRODUCTION PLANNING & CONTROL

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. What type of process would a Cement plant be most likely to use?
 - a) Continuous flow
 - b) Project c
 - c) Job shop
 - d) Flow shop
2. Process selection is primarily considered during:
 - a) Planning
 - b) Organizing
 - c) Leading
 - d) Controlling
3. What type of process would a fertilizer plant be most likely to use
 - a) Continuous
 - b) Project
 - c) Job
 - d) Flow shop
4. The type of operation being carried out by an organization depends upon:
 - a) Degree of standardization
 - b) Volume of output
 - c) Demand
 - d) Both a and b
5. Construction of fertilizer plant is
 - a) Continuous
 - b) Project
 - c) Job
 - d) Flow shop
6. The inputs to a transformation process include all of the following except
 - a) Material
 - b) People
 - c) Information
 - d) Transportation
7. Job shop and batch processing are differentiated on the basis of:
 - a) Job requirements
 - b) Degree of standardization
 - c) Volume of output
 - d) Both (b) and (c)

8. Automation is preferred because it:
- Offers lesser dependence on workers
 - Results in reduction in variable cost
 - Offers easy handling of repetitive work
 - All of the given options
9. What are the two basic types of production systems?
- Automated and manual
 - Intermittent and non-intermittent process
 - Normal and continuous process
 - Continuous process and batch
10. Process layout is used for:
- Repetitive processing
 - Intermittent processing
 - Both (a) and (b)
 - Neither (a) nor (b)
11. The most significant advantage of U-shaped layout is:
- Cost minimization
 - Easy handling of process
 - Increased flexibility in work
 - All of the given options
12. The goal of motion study is to achieve:
- Cost minimization
 - Maximum efficiency
 - Profitability
 - All of the given options
13. Which of the following is the first step in making a correct location choice?
- Develop location alternatives
 - Decide the criteria for evaluating location alternatives
 - Evaluate the alternatives
 - Make a decision and select the location
14. Which of the following technique emphasizes transportation cost in the determination of facility location?
- Location rating factor technique
 - Transportation technique
 - Centre-of-gravity technique
 - Both b) and c)
15. Transportation cost mainly depends on which of the following factors?
- Distance
 - Weight of merchandise
 - Time required for transportation
 - All of the above
16. In which of the following site selection techniques, a weightage between '0' to '1' is provided to factors that influence its location decision?
- Location rating factor technique
 - Transportation technique
 - Centre-of-gravity technique
 - None of these

17. Process layout is also known as _____.
- a) Functional layout
 - b) Batch production layout
 - c) Straight line layout
 - d) Both a) and b)
18. Which of the following facility layout is best suited for the intermittent type of production, which is a method of manufacturing several different products using the same production line?
- a) Product layout
 - b) Process layout
 - c) Fixed position layout
 - d) Cellular manufacturing layout
19. In which of the following layout type, materials are fed into the first machine and finished products come out of the last machine?
- a) Product layout
 - b) Process layout
 - c) Fixed position layout
 - d) Cellular manufacturing layout
20. Which of the following is not an advantage of using product layout?
- a) Minimum material handling cost
 - b) Minimum inspection requirement
 - c) Specialized supervision requirement
 - d) None of these
21. Budgeting, analysis of investment proposals, and provision of funds are activities associated with the _____ function.
- a) operation
 - b) marketing
 - c) purchasing
 - d) finance
22. Which one of the following would not generally be classified under the heading of transformation?
- a) assembling
 - b) teaching
 - c) staffing
 - d) farming
23. Manufacturing work sent to other countries is called:
- a) downsized
 - b) outsourced
 - c) internationalization
 - d) vertical integration
24. What name is often given to processes which involve the manufacture of a unique item from beginning to end?
- a) Jobbing processes
 - b) Continuous processes.
 - c) Lean production processes.
 - d) Batch processes.
25. The responsibilities of the operations manager are:
- a) planning, organizing, staffing, procuring, and reviewing
 - b) planning, organizing, staffing, directing, and controlling
 - c) forecasting, designing, planning, organizing, and controlling
 - d) forecasting, designing, operating, procuring, and reviewing

26. Which of these layouts is most suitable for processing sugar from sugar beets or sugar cane?
- process-oriented layout
 - fixed-position layout
 - focused factory
 - product-oriented layout
27. Which of the following is not true about systems approach?
- A systems viewpoint is usually beneficial in decision making.
 - A systems approach emphasizes interrelationships among subsystems.
 - A systems approach concentrates on efficiency within subsystems.
 - A systems approach is essential whenever something is being redesigned or improved.
28. What is credited with gains in industrial productivity, increased standards of living and affordable products?
- personal computers
 - the internet
 - mass transportation
 - assembly lines
29. Production systems with customized outputs typically have relatively:
- high volumes of output
 - low unit costs
 - high amount of specialized equipment
 - skilled workers
30. According to the Chase and Dasu (2001) study which of the following are behavioral concepts that should be applied to enhance customer perceptions of a service encounter?
- Flow of the service experience
 - Flow of time
 - Judging encounter performance
 - All of the above
31. Which is not a significant difference between manufacturing and service operations?
- cost per unit
 - uniformity of output
 - labor content of jobs
 - Measurement of productivity.
32. Which of the following is not a characteristic of service operations?
- intangible output
 - high customer contact
 - high labor content
 - easy measurement of productivity
33. Farming is an example of:
- an obsolete activity
 - a virtual organization
 - non-manufactured goods
 - a growth industry

34. Service strategy development begins by selecting which of the following as an operating focus or performance priority?
- a) Price
 - b) Quality
 - c) Variety
 - d) All of the above
35. Dealing with the fact that certain aspects of any management situation are more important than others is called:
- a) analysis of tradeoffs
 - b) sensitivity analysis
 - c) recognition of priorities
 - d) analysis of variance
36. The fact that a few improvements in a few key areas of operations will have more impact than many improvements in many other areas is consistent with the:
- a) Irwin phenomenon
 - b) Pareto phenomenon
 - c) Stevenson phenomenon
 - d) Tellier phenomenon
37. The process of comparing outputs to previously established standards to determine if corrective action is needed is called:
- a) planning
 - b) directing
 - c) controlling
 - d) budgeting
38. Which of the following does not relate to system design?
- a) altering the system capacity
 - b) location of facilities
 - c) inventory management
 - d) selection and acquisition of equipment
39. Based on the Service-System Design Matrix, which of the following has a lower level of "production efficiency"?
- a) Face-to-face loose specs
 - b) Phone contact
 - c) Internet and on-site technology
 - d) Face-to-face tight specs
40. Taking a systems viewpoint with regard to operations in today's environment increasingly leads decision-makers to consider _____ in response to the _____.
- a) flexibility; pressure to be more efficient
 - b) off shoring; need to promote domestic production
 - c) sustainability; threat of global warming
 - d) technology; impact of random variation
41. Modern firms increasingly rely on other firms to supply goods and services instead of doing these tasks themselves. This increased level of _____ is leading to increased emphasis on _____ management.
- a) outsourcing; supply chain
 - b) off shoring; lean
 - c) downsizing; total quality

- d) optimizing; inventory
42. Operations and sales are the two-_____ functions in businesses.
- a) strategic
 - b) tactical
 - c) support
 - d) line
43. Marketing depends on operations for information regarding _____.
- a) productivity
 - b) lead time
 - c) cash flow
 - d) budgeting
 - e) corporate intelligence
44. Two widely used metrics of variation are the _____ and the _____.
- a) mean; standard deviation
 - b) productivity ratio; correlation
 - c) standardized mean; assignable deviation
 - d) randomized mean; standardized deviation
 - e) normal distribution; random variation
45. Which one is not generally considered an advantage of using models for decision-making?
- a) Providing a systematic approach to problem solving.
 - b) Emphasizing quantitative information
 - c) Providing an exact representation of reality.
 - d) Enabling managers to answer "what if" questions
 - e) Requiring users to be specific about objectives.
46. Which came last in the development of manufacturing techniques?
- a) Lean production.
 - b) Division of labor.
 - c) Mass production.
 - d) Interchangeable parts.
47. The operating characteristic (OC) curve shows the probability of
- a) rejection for every possible true percentage of defectives
 - b) acceptance for every possible true percentage of defectives
 - c) making type I errors for various percentages of defectives
 - d) none of the above
48. If an artificial variable remains in the solution with a positive value after the stopping criterion has been reached, the problem
- a) is infeasible
 - b) is optimal
 - c) needs a new basis
 - d) has more than one solution
49. What are the two sources of costs in queuing analysis?
- a) Arrivals and departures
 - b) Arrivals and idleness
 - c) Waiting customers and capacity
 - d) Equipment breakdowns and departures

50. Which of the following statements about variation is FALSE?
- a) Variation prevents a production process from being as efficient as it can be.
 - b) Some variation can be prevented.
 - c) Variation can be either assignable or random.
 - d) Any variation makes a production process less productive.
