

# Final Test Semester 2 Paper 8 INDIAN INSTITUTE OF MATERIALS MANAGEMENT Operations Management [PGDMM , PGDSCM & L (2 years)]

\*Required

1. Email \*

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2. Name \*

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3. Roll Number \*

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4. "The business activity, which is mainly concerned with designing and production of a product or delivering service in an organisation, is referred to as \_\_\_\_\_." 2 points

*Mark only one oval.*

- operations
- operations management
- management
- production management

5. A ' \_\_\_\_\_ ' operation is the one that eliminates waste and maximises the utilisation of resources. 2 points

*Mark only one oval.*

- lean and mean
- reliable
- flexible
- innovative

6. The operations manager utilises the available resources at their best to optimise the production. This is called \_\_\_\_\_. 2 points

*Mark only one oval.*

- leading
- organising
- planning
- designing

7. Strategy is concerned with integrating \_\_\_\_\_ and \_\_\_\_\_, and \_\_\_\_\_ organisational resources in the business environment with an objective to meet pre-defined goals. 2 points

*Mark only one oval.*

- allocating; activities; utilising
- activities; utilising; allocating
- utilising; allocating; activities
- utilising; activities; allocating

8. \_\_\_\_\_ state(s) the reason for the existence of an organisation, and defines the path to achieve the \_\_\_\_\_. 2 points

*Mark only one oval.*

- Vision; mission
- Objectives; goals
- Mission; vision
- Goals; objectives

9. \_\_\_\_\_ aims to analyse customers' requirements, satisfy the needs of existing customers, and attract new customers, whereas \_\_\_\_\_ automates all front and back office functions relating to production, marketing, finance, accounting, human resources and others. 2 points

*Mark only one oval.*

- Enterprise resource planning (ERP); Value chain management (VCM)
- Capacity requirements planning (CRP); Customer relationship management (CRM)
- Value chain management (VCM); Capacity requirements planning (CRP)
- Customer relationship management (CRM); Enterprise resource planning (ERP)

10. \_\_\_\_\_ refers to the process of analysing the environment, weaknesses and strengths of the organisation. 2 points

*Mark only one oval.*

- Feasibility analysis
- Strategic analysis
- Corporate planning analysis
- Corporate analysis

11. \_\_\_\_\_ are used for customising manufacturing processes as per the requirements, while \_\_\_\_\_ focusses on profitability and not on the sale of the products. 2 points

*Mark only one oval.*

- Flexible Manufacturing System (FMS); Service-based manufacturing strategy
- Service-based manufacturing strategy; Flexible Manufacturing System (FMS)
- Lean manufacturing strategy; Flexible manufacturing strategy
- Flexible manufacturing strategy; Lean manufacturing strategy

12. \_\_\_\_\_ is the analysis of strengths, weaknesses, threats and opportunities to the organisation, whereas \_\_\_\_\_ studies the impact of environment to the organisation. 2 points

*Mark only one oval.*

- PEST analysis, SWOT analysis
- SWOT analysis, Cluster analysis
- SWOT analysis, PEST analysis
- Cluster analysis, PEST analysis

13. \_\_\_\_\_ are provided by individuals who have specific skills in their fields. 2 points

*Mark only one oval.*

- Professional services
- Environmental services
- Subsidiary services
- Directory services

14. Services are basically the actions performed by the \_\_\_\_\_ for the utility or benefits of the service recipient. 2 points

*Mark only one oval.*

- organisations
- customers
- "service providers"
- manufacturers

15. \_\_\_\_\_ is the basis for designing facility layouts, factory buildings and choosing production equipment. 2 points

*Mark only one oval.*

- Product planning
- Process planning
- Schedule planning
- Product analysis

16. "\_\_\_\_\_ guide(s) an organisation regarding the jobs and duties of various staff members." 2 points

*Mark only one oval.*

- Service processes
- Service analysis
- Product planning
- Product analysis

17. Service processes are classified on the basis of service process \_\_\_\_\_.

*Mark only one oval.*

- activities
- design
- matrix
- principles

18. "\_\_\_\_\_ are arranged exercises that confirm the execution of the status of the framework." 2 points

*Mark only one oval.*

- Tests
- Reviews
- Inspections
- Audits

19. \_\_\_\_\_ is a target which the organisation wants to achieve, but barely can achieve the same in practical life. 2 points

*Mark only one oval.*

- Hypothetical capacity
- System capacity
- Operative capacity
- Utilised capacity

20. The term '\_\_\_\_\_' means doing any kind of work which someone needs in exchange for money from him. 2 points

*Mark only one oval.*

- demand
- service
- augmentation
- manufacturing

21. The \_\_\_\_\_ is the process of assessing the capacity of production by given resources in order to meet the demand. 2 points

*Mark only one oval.*

- capacity requirements planning
- capacity requirements forecasting
- capacity planning process
- capacity resource planning

22. \_\_\_\_\_ deals with increasing the capacity of a business to meet the rising demands of products and services. 2 points

*Mark only one oval.*

- Capacity requirements planning
- Capacity resource
- Capacity planning process
- Capacity expansion

23. \_\_\_\_\_ strategy is exercised by the organisation in order to level up the production at a manufacturing plant, especially when the orders are not piling up. 2 points

*Mark only one oval.*

- Capacity lag strategy
- Capacity lead strategy
- Average capacity strategy
- Incremental versus one-step expansion

24. There are \_\_\_\_\_ approaches to capacity management problems. 2 points

*Mark only one oval.*

- two
- three
- four
- five

25. \_\_\_\_\_ is directly related to operations and operations management. 2 points

*Mark only one oval.*

- Quantity
- Process
- Quality
- Inspection costs

26. The PDCA cycle lays the foundation for the \_\_\_\_\_ Sigma methodology of DMAIC. 2 points

*Mark only one oval.*

- Five
- Six
- Seven
- Eight

27. Cost of quality is the sum total of \_\_\_\_\_ types of costs of quality. 2 points

*Mark only one oval.*

- three
- four
- five
- six

28. \_\_\_\_\_ refers to the process of examining raw data for the purpose of gaining actionable insights. 2 points

*Mark only one oval.*

- Product analytics
- Quality analytics
- Data analytics
- Operation analytics

29. "\_\_\_\_\_ are internal factors that require a trade-off between cost and service level." 2 points

*Mark only one oval.*

- Uncontrollable factors
- Specific factors
- Non-specific factors
- Controllable factors

30. \_\_\_\_\_ is a technique which analyses the unstructured content by segmenting and comprehending large set of data. 2 points

*Mark only one oval.*

- Slice-and-dice analysis
- Scorecard
- Data mining
- Predictive analytics

31. The tools used for aggregate production planning are mainly divided into \_\_\_\_ segments. 2 points

*Mark only one oval.*

- two
- three
- four
- five



32. This is the total time taken and invested from the order of production to the final manufacturing of the product. It is called \_\_\_\_\_.

2 points

*Mark only one oval.*

- Cycle time
- Throughput time
- Bottleneck
- Recycle time

33. "The main aim of applying \_\_\_\_\_ in organisation is to achieve higher cost savings and more \_\_\_\_\_."

2 points

*Mark only one oval.*

- process analysis; efficiency
- statistics; product sales
- data analytics; profit
- linear programming; optimisation of resources

34. Operations research began in \_\_\_\_\_ during \_\_\_\_\_.

2 points

*Mark only one oval.*

- US; 1937
- England; 1937
- US; 1947
- England; 1947

35. Operations research is primarily a \_\_\_\_\_ technique associated with modelling a problem to find a/an \_\_\_\_\_ solution.

2 points

*Mark only one oval.*

- mathematical; optimal
- physical; minimal
- geographical; maximum
- scientific; minimum

36. \_\_\_\_\_ is a technique that divides a large, complex problem into a smaller, workable problem. 2 points

*Mark only one oval.*

- Integer programming
- Goal programming
- Dynamic programming
- Linear programming

37. \_\_\_\_\_ is an operations research technique used for finding out the optimal route for a \_\_\_\_\_. 2 points

*Mark only one oval.*

- Vehicle routing problem (VRP); vehicle
- Travelling salesman problem (TSP); truck
- Travelling salesman problem (TSP); fighter plane
- Vehicle routing problem (VRP); car

38. \_\_\_\_\_ basically covers the allocation of an organisation's funds into the required assets. 2 points

*Mark only one oval.*

- Project scheduling
- Portfolio optimisation
- Project management
- Portfolio scheduling

39. \_\_\_\_\_ mathematical technique helps you calculate the longest and shortest time of the project. 2 points

*Mark only one oval.*

- Shortening the duration
- Program evaluation and review technique (PERT)
- Critical Path Method (CPM)
- Resource-levelling heuristics

40. According to Kay Miranda, a management expert, sustainability in operations is defined as 'a method of evaluating existing practices without putting future resources at risk'. Which one of the following is the main pillar of sustainability in operations? 2 points

*Mark only one oval.*

- Social
- Environmental
- Economic
- All of these

41. Which one of the following designs relates to the reliability, maintainability and usability aspect of the product of an organisation? 2 points

*Mark only one oval.*

- Production design
- Functional design
- Form design
- None of these

42. To prevent and pre-empt product failures, there are many specialised techniques used by the organisation. Which one of the following methods of depiction uses a tree-formation illustration for demonstration? 2 points

*Mark only one oval.*

- Value Analysis (VA)
- Failure Mode Effect Analysis (FMEA)
- Fault Tree Analysis (FTA)
- None of these

43. Which one of the following concepts holds the product manufacturers responsible for their products even after their useful life is over? 2 points

*Mark only one oval.*

- Design for Environment
- Extended Producer Responsibility
- Both a and b
- None of these

44. In which of the following sectors are the operations customised as per the needs of a particular customer in an organisation? 2 points

*Mark only one oval.*

- Service-oriented sector
- Manufacturing sector
- Both a and b
- None of these

45. Which one of the following levels of strategy allocates resources among the functional areas of a business as well as relates to the 'how' aspect of the business? 2 points

*Mark only one oval.*

- Corporate-level strategy
- Business-level strategy
- Functional-level strategy
- None of these

46. Disasters related to fire, earthquake and computer failure are few examples of \_\_\_\_\_.

*Mark only one oval.*

- customer-driven strategies
- product-driven strategy
- recovery strategy
- corporate-driven operations strategy

47. Effective implementation of strategies is not possible without proper \_\_\_\_\_ between departments or functions. 2 points

*Mark only one oval.*

- operations strategy
- operations program
- production process
- communication

48. Conversion sub-system \_\_\_\_\_ 2 points

*Mark only one oval.*

- is used to convert a set of inputs into a set of desired outputs.
- is a sub-system of the larger production system, wherein the inputs are converted into outputs.
- is a sub-system of the larger production system, wherein a portion of the output is monitored against feedback signals so as to provide a corrective action, if necessary.
- involves conversion of raw materials into finished products.

49. When a product manufacturer wants to ensure that product sales and profits are maximised at each stage of the product, which strategy concepts will he apply to achieve it? 2 points

*Mark only one oval.*

- Product lifecycle management (PLM)
- Value chain management (VCM)
- Customer relationship management (CRM)
- Enterprise resource planning (ERP)

50. Which one of the following is a type of Aggregate Production Planning (APP) factors? 2 points

*Mark only one oval.*

- a. Internal Factors
- b. External Factors
- c. Both a and b
- d. None of these

51. What is based on aggregate planning? 2 points

*Mark only one oval.*

- Aggregate Production Planning (APP)
- Master Production Schedule (MPS)
- Material Requirement Planning (MRP)
- None of these

52. The flow of tasks is unidirectional in case of \_\_\_\_\_ . 2 points

*Mark only one oval.*

- Flow shop scheduling
- Single machine scheduling
- Job shop scheduling
- None of these

53. The concept of design for environment (DFE) evaluates the level of products at which they are manufactured. It has three levels – micro scale, meso scale and macro scale. What do you understand by meso scale? 2 points

*Mark only one oval.*

- Here, only parts or units of a product are produced on a small scale.
- Here, the entire product is developed, but on a medium scale of production.
- Here, the entire product is developed on a large scale.
- None of these

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