

Exam Name : PGDMM/PGDSCM-Operation Management

Total Questions : 50

Q.1

Which of the following is not a function of operations management

Marks: 2

Question ID:
6286812

No	Options Details	Select Option
1	selection of personnel	
2	designing product	
3	controlling operations	
4	coordination of operations	

Q.2

First level of strategy is known as

Marks: 2

Question ID:
6286813

No	Options Details	Select Option
1	business level strategy	
2	corporate level strategy	
3	functional level strategy	
4	none of these	

Q.3

Operation management is mostly applicable to

Marks: 2**Question ID:**
6286814

No	Options Details	Select Option
1	Service sector	
2	Manufacturing sector	
3	Transportation sector	
4	distribution centre	

Q.4

The father of scientific management is

Marks: 2**Question ID:**
6286815

No	Options Details	Select Option
1	Frederick W Taylor	
2	Frank Gilbreth	
3	W Edwards Deming	
4	Walther Shewhart	

Q.5 PLM stands for

Marks: 2

Question ID:
6286816

No	Options Details	Select Option
1	Production Lifecycle Management	
2	Protection Lifecycle Management	
3	Product Lifecycle Management	
4	Product Lifecycle Material	

Q.6 VCM stands for

Marks: 2

Question ID:
6286817

No	Options Details	Select Option
1	Value Cycle Management	
2	Value Circle Management	
3	Valuable Chain Management	
4	Value Chain Management	

Q.7 The achievement of high quality is most closely related to _____.

Marks: 2

Question ID:
6286818

No	Options Details	Select Option
1	repetitive operations.	
2	design specifications	
3	service operations	
4	customer needs.	

Q.8 Services such as a chartering a bus or repairing an automobile are similar to the following

Marks: 2

Question ID:
6286819

No	Options Details	Select Option
1	project operations	
2	batch operations	
3	job shop operations	
4	productivity	

Q.9 The principles of scientific Management included

Marks: 2

Question ID:
6286820

No	Options Details	Select Option
1	the rise of the service sector.	
2	increased motivation through additional employee fringe benefits	
3	the implementation of the 44 hrs. work week	
4	development of cooperation between management and production workers.	

Q.10 Which of the following is not an element of the management process?

Marks: 2

Question ID:
6286821

No	Options Details	Select Option
1	Pricing	
2	planning	
3	controlling	
4	leading	

Q.11 The fundamental purpose for the existence of any organization is described by its

Marks: 2

Question ID:

6286822

No	Options Details	Select Option
1	Policies	
2	Mission	
3	Bylaws	
4	Procedures	

Q.12 Which one does not use operations management

Marks: 2

Question ID:

6286823

No	Options Details	Select Option
1	Super market	
2	A bank	
3	A Hospital	
4	all the above	

Q.13 The differences between the actual demand for a period and the demand forecast for that period is called:

Marks: 2

Question ID:
6286824

No	Options Details	Select Option
1	Forecast error	
2	weighted arithmetic mean	
3	Decision process.	
4	Mean square error	

Q.14 All of the following decisions fall within the scope of operations management EXCEPT for

Marks: 2

Question ID:
6286825

No	Options Details	Select Option
1	Financial analysis	
2	Design of products and processes	
3	Location of facilities	
4	Quality management	

Q.15 DFE stands for

Marks: 2

Question ID:
6286826

No	Options Details	Select Option
1	Degree For Engineering	
2	Degree for English	
3	Design FOr Environment	
4	non of the above	

Q.16 Which is not a discipline used by the production function

Marks: 2

Question ID:
6286827

No	Options Details	Select Option
1	Economics	
2	General management principles	
3	Quantitative analysis	
4	None of these	

Q.17 The industrial revolution:

Marks: 2

Question ID:
6286828

No	Options Details	Select Option
1	fostered the domination of manufacturing over service organizations	
2	substituted manpower for machine power	
3	came about through the efforts of F.W.Taylor	
4	has continued application in the service industries.	

Q.18 Computers serve Production/Operations Management by;

Marks: 2

Question ID:
6286829

No	Options Details	Select Option
1	eliminating clerical processing	
2	reducing need for the middle managers	
3	allowing use of sophisticated mathematical models	
4	all of these	

Q.19 Which phrase best describes the term “Production Management”?

Marks: 2

Question ID:
6286830

No	Options Details	Select Option
1	has evolved from terms like manufacturing management	
2	is concerned primarily with marketing and public relations	
3	is restricted to activities in profit making organizations	
4	does not extend to service activities.	

Q.20 During the mass-production era of operations:

Marks: 2

Question ID:
6286831

No	Options Details	Select Option
1	standardisation of production was possible	
2	intensive training was required.	
3	high-volume, standardised production was possible	
4	work was largely based on multi-skilled artisans	

Q.21 Walter Shewhart developed:

Marks: 2

Question ID:
6286832

No	Options Details	Select Option
1	the economic order quantity model	
2	the human factors engineering field	
3	linear programming models	
4	statistical quality control techniques	

Q.22 The moving assembly line was developed by:

Marks: 2

Question ID:
6286833

No	Options Details	Select Option
1	Elton Mayo	
2	Frederick W. Taylor	
3	Henry Ford	
4	Eli Whitney	

Q.23 CRP stands for

Marks: 2

Question ID:
6286834

No	Options Details	Select Option
1	Capacity Requirement Planning	
2	Capacity Related Planning	
3	Cost Requirement Planning	
4	Capacity Requirement Planning	

Q.24 APP stands for

Marks: 2

Question ID:
6286835

No	Options Details	Select Option
1	Advance Production Planning	
2	Aggregate Production Process	
3	Acredited Production Planning	
4	Aggregate Production Planning	

Q.25 KPI stands for

Marks: 2

Question ID:
6286836

No	Options Details	Select Option
1	Key Personal Indicator	
2	Key Performance Indicator	
3	Key Performance Information	
4	none of the above	

Q.26 Without a sound _____ strategy, no organisations can afford to survive.

Marks: 2

Question ID:
6286837

No	Options Details	Select Option
1	operations	
2	short term	
3	long term	
4	tactical	

Q.27 _____ allows employees to work remotely

Marks: 2

Question ID:

6286838

No	Options Details	Select Option
1	remote control	
2	cloud computing	
3	internets	
4	non of the above	

Q.28 MRP is used for production scheduling and _____

Marks: 2

Question ID:

6286839

No	Options Details	Select Option
1	production control	
2	monitoring production	
3	inventory control	
4	accounting	

Q.29

A cellular arrangement is often in a _____ layout.

Marks: 2**Question ID:**
6286840

No	Options Details	Select Option
1	vertical	
2	horizontal	
3	circular	
4	u-shaped	

Q.30

_____ services are provided by service providers

Marks: 2**Question ID:**
6286841

No	Options Details	Select Option
1	Directory	
2	warehousing	
3	transportation	
4	import clearance	

Q.31 _____ is the characteristics of services

Marks: 2

Question ID:
6286842

No	Options Details	Select Option
1	tangibility	
2	intangibility	
3	transparency	
4	non of the above	

Q.32 _____ is an automated form of process planning

Marks: 2

Question ID:
6286843

No	Options Details	Select Option
1	SAP	
2	ERP	
3	CAPP	
4	MPS	

Q.33 Service processes help in _____ operating cost

Marks: 2

Question ID:
6286844

No	Options Details	Select Option
1	minimising	
2	maximising	
3	optimising	
4	non of the above	

Q.34 **customise** services may require new _____

Marks: 2

Question ID:
6286845

No	Options Details	Select Option
1	equipments	
2	resources	
3	facilities	
4	environment	

Q.35 In _____ a small number of target audience is chosen

Marks: 2

Question ID:
6286846

No	Options Details	Select Option
1	advertisements	
2	sample testing	
3	market testing	
4	publicity	

Q.36 Determining the _____ of the service is the basic step of designing the service processes

Marks: 2

Question ID:
6286847

No	Options Details	Select Option
1	advantages	
2	mission	
3	purpose	
4	goal	

Q.37 Which of the following are the tools utilised for controlling service processes

Marks: 2

Question ID:
6286848

No	Options Details	Select Option
1	testing	
2	audit	
3	reviews	
4	all of these	

Q.38 Which of the following is the component of service blue print

Marks: 2

Question ID:
6286849

No	Options Details	Select Option
1	customer actions	
2	employees actions	
3	support processes	
4	all of these	

Q.39 Capital assets of a company are known as_____

Marks: 2

Question ID:

6286850

No	Options Details	Select Option
1	fixed capacity	
2	variable capacity	
3	installed capacity	
4	system capacity	

Q.40 The process of assessing the capacity of production is known as _____

Marks: 2

Question ID:

6286851

No	Options Details	Select Option
1	Capacity control planning	
2	capacity planning process	
3	capacity control process	
4	all of these	

Q.41 CRP stands for

Marks: 2

Question ID:
6286852

No	Options Details	Select Option
1	Capacity Requirement Planning	
2	Capacity Resource Processing	
3	Capacity Resource Planning	
4	non of the above	

Q.42 Facility layout means_____ of physical facilities in a plant or factory

Marks: 2

Question ID:
6286853

No	Options Details	Select Option
1	arangement	
2	placement	
3	stowage	
4	palletisation	

Q.43 Under which layout design materials and machinery items are placed

Marks: 2

Question ID:
6286854

No	Options Details	Select Option
1	product layout design	
2	process layout design	
3	service layout design	
4	non of the above	

Q.44 The cost of quality is associated with the number of _____ in the product

Marks: 2

Question ID:
6286855

No	Options Details	Select Option
1	errors	
2	defects	
3	failures	
4	damages	

Q.45 QMS stands for

Marks: 2

Question ID:
6286856

No	Options Details	Select Option
1	Quality Management School	
2	Quality Management Security	
3	Quality Management System	
4	non of the above	

Q.46 Which of the following uses cost consideration

Marks: 2

Question ID:
6286857

No	Options Details	Select Option
1	factor rating	
2	weighted factor rating	
3	centre of gravity	
4	load distance	

Q.47

_____ helps in reducing design cost of the product

Marks: 2**Question ID:**
6286858

No	Options Details	Select Option
1	DoE	
2	setting objectives	
3	identifying dependent factors	
4	non of the above	

Q.48

DoE can be used in

Marks: 2**Question ID:**
6286859

No	Options Details	Select Option
1	facility location	
2	procurement	
3	robust design	
4	non of the above	

Q.49 A_____ should be able to build alignment in an organisation

Marks: 2

Question ID:
6286860

No	Options Details	Select Option
1	leader	
2	manager	
3	employee	
4	worker	

Q.50 Operations research began in the year _____

Marks: 2

Question ID:
6286861

No	Options Details	Select Option
1	1913	
2	1917	
3	1929	
4	1937	