Q.1	Which one of the following methods refers to the appropriate technique that is used to solve a wide range of optimisation problems?	**Marks:** 2

Question ID: 5216540

No	Options Details	Select Option
1	Mathematical programming	
2	Cluster analysis	
3	Heuristics	
4	Metaheuristics	

Q.2	Which one of the following is not a type of service?	**Marks:** 2

Question ID: 5216543

No	Options Details	Select Option
1	Skilled or professional services	
2	Health care services	
3	Ancillary services	
4	None of these	

Q.3	Which one of the following is not an example of inseparable nature of services?	**Marks:** 2
		Question ID: 5216545

No	Options Details	Select Option
1	A beautician in a salon	
2	Eating food in restaurants	
3	A doctor in a hospital	
4	A teacher in a classroom	

Q.4	Which one of the following service design tools is used to understand the service philosophy and vision?	**Marks:** 2
		Question ID: 5216547

No	Options Details	Select Option
1	Service Location Planner	
2	Customer Journey Map	
3	Service Plot TM	
4	Service Blueprint	

| Q.5 | Which one of the following techniques is used for conducting process analysis? | Marks: 2 |
| | | Question ID: 5216549 |

No	Options Details	Select Option
1	Histogram	
2	Scatter Diagram	
3	Brainstorming	
4	All of these	

| Q.6 | A. Parasuraman divided SERVQUAL into _____ dimensions. | Marks: 2 |
| | | Question ID: 5216551 |

No	Options Details	Select Option
1	two	
2	three	
3	four	
4	five	

Q.7	Which of the following are stages of the service development process?	Marks: 2
		Question ID: 5216553

No	Options Details	Select Option
1	Front-end Planning	
2	Execution	
3	Both a and b	
4	None of these	

Q.8	The service process matrix classifies the service processes based on their characteristics. Service process matrix was developed by Roger Schmenner in _____.	Marks: 2
		Question ID: 5216556

No	Options Details	Select Option
1	1985	
2	1986	
3	1987	
4	1988	

Q.9	Service processes depend upon _____ measurements and can be grouped into ___ classes.	Marks: 2

No	Options Details	Select Option
1	two; four	
2	three; five	
3	two; six	
4	three; seven	

Q.10	Service standards are also known as customer-defined service standards. Which one of the following is a type of service standard?	Marks: 2

No	Options Details	Select Option
1	Hard customer-defined standards	
2	Soft customer-defined standards	
3	Both a and b	
4	None of these	

Q.11	Service blueprint is an adaptable and effective tool in portraying a service at various dimensions. Which one of the following is/are not a component of service blueprint?	Marks: 2
		Question ID: 5216562

No	Options Details	Select Option
1	Customer actions	
2	Onstage and backstage contact employee actions	
3	Support processes	
4	None of these	

Q.12	While solving any problem with linear programming, which one of the following assumptions are made by the organisation?	Marks: 2
		Question ID: 5216564

No	Options Details	Select Option
1	Continuity and linearity	
2	Proportionality and additivity	
3	Independence and same price	
4	All of these	

Q.13	Which one of the following is the main advantage of capacity planning?	Marks: 2

Question ID: 5216567

No	Options Details	Select Option
1	Efficiency	
2	Monitoring costs	
3	Scheduling	
4	All of these	

Q.14	How many major capacity planning considerations should be followed by the organisation?	Marks: 2

Question ID: 5216569

No	Options Details	Select Option
1	Three	
2	Four	
3	Five	
4	Six	

Q.15   Which one of the following is a capacity planning approach?

Marks: 2

Question ID: 5216571

No	Options Details	Select Option
1	Capacity requirements planning	
2	Decision tree method	
3	Capacity requirements forecasting	
4	All of these	

Q.16   A flow chart to solve a problem using probability and numeric figures is called a
_____.

Marks: 2

Question ID: 5216573

No	Options Details	Select Option
1	Decision tree	
2	Demand tree	
3	Planning tree	
4	Service tree	

Q.17   Capacity lag strategy is considered as the reverse of the _____.   **Marks:** 2

Question ID: 5216575

No	Options Details	Select Option
1	average capacity strategy	
2	moderate strategy	
3	incremental capacity strategy	
4	lead capacity strategy	

Q.18   Under this strategy of capacity expansion, the capacity is increased with a view to coincide with average expected market demand, which is _____.   **Marks:** 2

Question ID: 5216577

No	Options Details	Select Option
1	incremental capacity strategy	
2	average capacity strategy	
3	capacity lag strategy	
4	capacity lead strategy	

Q.19 Which one of the following is the basic capacity management strategy which can be used to tackle the problem of uncertain and fluctuating demands?

Marks: 2

Question ID: 5216579

No	Options Details	Select Option
1	Provide for Efficient Adjustment or Variation of System Capacity	
2	Eliminating or Reducing the Need for Adjustments in Capacity	
3	Both a and b	
4	None of these	

Q.20 In which one of the following types of facility layout are machines placed on the basis of their functions and how different materials move to and through them in the factory?

Marks: 2

Question ID: 5216582

No	Options Details	Select Option
1	Process layout design	
2	Service layout design	
3	Product layout design	
4	Straight-line layout	

Q.21 Which one of the following is a method of line loading to work centres?

Marks: 2

Question ID: 5216584

No	Options Details	Select Option
1	Finite loading	
2	Infinite loading	
3	Both a and b	
4	None of these	

Q.22 Which one of the following is a characteristic of a Quality Management System (QMS)?

Marks: 2

Question ID: 5216586

No	Options Details	Select Option
1	Credibility	
2	Universality	
3	Success	
4	All of these	

Q.23	Which one of the following tools and techniques for quality control and improvement is used to monitor and analyse processes, analyse process variables, determine process capabilities and monitor the difference between the actual and target performances?	Marks: 2

Question ID: 5216588

No	Options Details	Select Option
1	Check Sheet	
2	Control charts	
3	Ishikawa diagram	
4	Activity Network Diagram	

Q.24	It is a quality control and improvement process and is used to change the voice of the customer into engineering characteristics. It is called _____.	Marks: 2

Question ID: 5216590

No	Options Details	Select Option
1	Quality Function Deployment (QFD)	
2	Kano model	
3	Ishikawa diagram	
4	Critical Path Method (CPM)	

Q.25	The percentage of the total production output that fails to meet the quality standards is/are _____.	Marks: 2

No	Options Details	Select Option
1	Process capabilities	
2	Critical path	
3	Defect rate	
4	Quantitative parameters	

Q.26	The Kano model helps in understanding the customer requirements for developing products and achieving customer satisfaction. The Kano model categorises customer requirements or potential features into ____ types.	Marks: 2

No	Options Details	Select Option
1	two	
2	three	
3	four	
4	five	

Q.27	This is the distance between two points A and B which are orthogonal (90-degree turns) to each other. It is known as _____.	Marks: 2
		Question ID: 5216597

No	Options Details	Select Option
1	Euclidean distance	
2	Rectilinear distance	
3	Both a and b	
4	None of these	

Q.28	Which one of the following integrated models is used to identify the point at which the cost and revenue balance each other?	Marks: 2
		Question ID: 5216599

No	Options Details	Select Option
1	Break-even analysis	
2	Weighted factor rating	
3	Centre of gravity method	
4	Load distance method	

Q.29	DoE is a systematic approach to drawing a valid conclusion from a plethora of experiments in order to foster process and product improvement, which can be used in _____.	Marks: 2

Question ID: 5216600

No	Options Details	Select Option
1	robust design	
2	system optimisation variable	
3	screening	
4	All of these	

Q.30	Which one of the following helps in predicting the supplier's performance in order to foster effect-based supplier selection criteria?	Marks: 2

Question ID: 5216601

No	Options Details	Select Option
1	Scorecard	
2	Slice-and-dice analysis	
3	Data mining	
4	Predictive analytics	

Q.31 A field of predictive analytics that makes future predictions about the demand for products and services in the market is _____.

Marks: 2

Question ID: 5216602

No	Options Details	Select Option
1	Response variable	
2	Demand forecasting	
3	Key Performance Indicator (KPI)	
4	Stock-out	

Q.32 Which one of the following is not a quantitative tool?

Marks: 2

Question ID: 5216603

No	Options Details	Select Option
1	Graphical method	
2	Goal programming	
3	Range programming	
4	Linear decision rule (LDR)	

Q.33 Which one of the following is the correct order of predictive analysis?

Marks: 2

Question ID: 5216604

No	Options Details	Select Option
1	Reporting/ Analysis--> Monitoring--> Data--> Predictive Analytics	
2	Data--> Monitoring--> Reporting/ Analysis--> Predictive Analytics	
3	Data--> Reporting/ Analysis--> Monitoring--> Predictive Analytics	
4	Data--> Monitoring--> Predictive Analytics -->Reporting/ Analysis	

Q.34 The step-by-step approach of predictive analysis process includes _____ steps.

Marks: 2

Question ID: 5216605

No	Options Details	Select Option
1	Six	
2	Seven	
3	Eight	
4	Nine	

Q.35	To achieve higher cost savings and more profit by applying data analytics in an organisation, which of the following core requirements does an analytics-operating model need to fulfil?	Marks: 2
		Question ID: 5216606

No	Options Details	Select Option
1	Making analytics a part of decision-making process	
2	Planning, organising and governing analytics capabilities across the organisation	
3	Given its challenging nature, it is difficult to find analytics talent, especially the kind that has an industry-specific experience	
4	All of these	

Q.36	Which one of the following basic organisational and management issues does an organisation need to address to maximise benefits from analytics?	Marks: 2
		Question ID: 5216607

No	Options Details	Select Option
1	Sponsorship issues	
2	Responsibility for funding issues	
3	Direction and control of analytics issues	
4	All of these	

| Q.37 | Which of these techniques are used to solve the mathematical programs to find the best values for decision variables? | Marks: 2 |
| | | Question ID: 5216608 |

No	Options Details	Select Option
1	Optimum-seeking techniques	
2	Simulation techniques	
3	Heuristics	
4	Mathematical analysis techniques	

| Q.38 | Which one of the following optimisation problems can be solved by using dynamic programming method? | Marks: 2 |
| | | Question ID: 5216609 |

No	Options Details	Select Option
1	Inventory control	
2	Evaluation of investment opportunities	
3	Both a and b	
4	None of these	

Q.39	Which one of the following methods is linked with integer programming problem and divides the feasible solution space into smaller subsets of solutions?	Marks: 2

Question ID: 5216610

No	Options Details	Select Option
1	Model solution	
2	Model formulation	
3	Dynamic programming	
4	The branch and bound method	

Q.40	Which one of the following types of scheduling systems has two constraints, i.e., precedence and no overlapping?	Marks: 2

Question ID: 5216611

No	Options Details	Select Option
1	Job shops	
2	Flow shops	
3	Single machine shops	
4	None of these	

Q.41   A solution that satisfies all constraints (including non-negative constraints) in a problem is _____.

Marks: 2

No	Options Details	Select Option
1	unbounded solution	
2	feasible solution	
3	model solution	
4	maximum solution	

Q.42   Which one of the following mathematical techniques have been developed for portfolio optimisation?

Marks: 2

No	Options Details	Select Option
1	Quadratic programming	
2	Linear programming	
3	Goal programming	
4	All of these	

| Q.43 | Which one of the following techniques is mostly used for valuation of exotic securities and options with embedded options in the financial market? | Marks: 2 |
| | | Question ID: 5216614 |

No	Options Details	Select Option
1	Monte Carlo simulation	
2	Neutral networks	
3	Markov chains	
4	Game theory	

| Q.44 | Which one of the following are predefined shifts and sequences of rest days of employees in an organisation? | Marks: 2 |
| | | Question ID: 5216615 |

No	Options Details	Select Option
1	Shifts	
2	Stints	
3	Duties	
4	None of these	

Q.45	_____ refers to the channel through which any goods are moved from factory to customer.	Marks: 2

Question ID: 5216616

No	Options Details	Select Option
1	Inventory	
2	Packaging	
3	Logistics	
4	Supply chain	

Q.46	Which one of the following are the disadvantages of supply chain distribution system?	Marks: 2

Question ID: 5216617

No	Options Details	Select Option
1	Revenue loss	
2	Communication gap	
3	Both a and b	
4	None of these	

Q.47	The better the functions of operations management, the higher will be productivity and quality.	Marks: 2
		Question ID: 5216618

No	Options Details	Select Option
1	TRUE	
2	FALSE	

Q.48	In case of a manufacturing organisation, the product created is intangible in nature.	Marks: 2
		Question ID: 5216619

No	Options Details	Select Option
1	TRUE	
2	FALSE	

Q.49	Operations strategy includes long-term decisions related to capacity, location, processes, technology and timing.	Marks: 2

Question ID: 5216620

No	Options Details	Select Option
1	TRUE	
2	FALSE	

Q.50	VCM aims to organise business activities which create value from the production and sale of goods and services.	Marks: 2

Question ID: 5216621

No	Options Details	Select Option
1	TRUE	
2	FALSE	