

Time: 2½ hrs.

Marks:75

- Note:
1. All questions are compulsory with internal options.
 2. Figures to the right indicate full marks.
 3. Draw neat diagram wherever necessary.

Q. 1 (A) Fill in the blanks with the correct answer from the alternatives given below. (Attempt any 8) (08)

- 1) _____ is the process of transforming raw materials into finished goods for sale.
(a) Production (b) Marketing
(c) Management (d) Packaging
- 2) _____ pertains to planning of the space available for production activities.
(a) Plant Management (b) Plant Location
(c) Plant Layout (d) Plant
- 3) _____ includes jobs like dropping, releasing, holding and stacking of materials.
(a) Purchase Management (b) Inventory Management
(c) Material Management (d) Process Management
- 4) _____ is the art and science of moving, packaging and storing of material in any form.
(a) Material Procuring (b) Material Management
(c) Material Handling (d) Material Securing
- 5) _____ refers to the quantity ordered to be purchased at the lowest total cost.
(a) ABC (b) XYZ
(c) EOQ (d) JIT
- 6) _____ include financial costs, equipment handling costs, ordering cost.
(a) Production cost (b) Processing
(c) Inventory Cost (d) Purchasing
- 7) _____ is the ratio between what is produced to what is required to produce it.
(a) Quality (b) Quantity
(c) Productivity (d) Production
- 8) _____ is the performance of the product as per the commitment made by producer.
(a) TQM (b) Purchase Material
(c) Quality (d) Product development

- 9) _____ views quality as function of entire enterprise not of any particular department of product.
- (a) Cost of Quality (b) Holistic Quality Management
- (c) Quality Improvement (d) Kaizen
- 10) ISO stands for _____ Organisational for Standardisation.
- (a) Indian (b) International
- (c) Institutional (d) Internal

(B) State whether the following statements are true or false. (Attempt any 7) (07)

- (1) The location decision falls under long term planning.
- (2) Line Layout is also called as Product Layout.
- (3) Purchasing is primarily a clerical activity.
- (4) Materials can be stocked in any manner.
- (5) ABC analysis is based on the Pareto principle.
- (6) Productivity and efficiency are same.
- (7) TQM requires management to reject change.
- (8) Taguchi defines quality in terms of the social loss, loss to producer and consumer.
- (9) Under Kaizen process, 99.99966% of products created are expected to be statistically free from defects.
- (10) ISO 14001 is the international specification for an Environmental Management System.

Q.2 (A) What is Product Development? List the stages of the New Production Development process. (8)

(B) What is Production Management? State its objectives. (7)

OR

Q.2 Explain the types of Production Management Systems. (15)

Q.3 (A) Explain in brief any four inventory control techniques. (8)

(B) What do you mean by material handling system? Explain its principles. (7)

OR

Q.3 (C) Elaborate on EOQ and discuss its disadvantages. (8)

(D) Following information refers to pedestal fans: (7)

Annual demand = 30,000 units
 Unit price of a pedestal fan = Rs. 3000
 Ordering cost = Rs. 500 per order
 Inventory Carrying cost = 25% = 0.25

Find the EOQ.

Q.4 (A) What is Productivity? Explain the importance of productivity. (8)

(B) What is Quality? Discuss the Service Quality Dimensions. (7)

OR

Q.4 Calculate Partial & Total Productivity of the following: **(15)**

| | | | |
|---------|----------|------------------|----------|
| Output | 5,00,000 | Raw material | 2,00,000 |
| Labour | 80,000 | Electricity | 25,000 |
| Capital | 1,00,000 | Other Misc. Exp. | 15,000 |

Q.5 (A) Describe the features of six sigma technique. **(8)**

(B) Elaborate on the benefits of ISO 9000. **(7)**

OR

Q.5 Write short notes on (Attempt any 3) **(15)**

- (1)** Differentiate between Consumer Goods and Industrial Goods.
- (2)** Servqual
- (3)** Kaizen
- (4)** DMAIC
- (5)** Lean Thinking

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