

Online Assessment (Even Sem/Part-I/Part-II Examinations 2019 - 2020)

Course Name - Supply Chain Management

Course Code - BBA601_BBA601(BL/OLD)

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Answer all the questions. Each question carry one mark.

9. 1. A fishbone diagram is also known as a

Mark only one oval.

Cause-and-effect diagram

Poka-yoke diagram

Kaizen diagram

Taguchi diagram

10. 2. What is a perfect order?

Mark only one oval.

- simultaneous achievement of relevant customer metrics
- an order that arrives on time
- an order that arrives undamaged
- an order that is easy for the receiver to fill

11. 3. Total Quality Management emphasizes

Mark only one oval.

- the responsibility of the Quality Control staff to identify and solve all quality-related problems
- A commitment to quality that goes beyond internal company issues to suppliers and customers
- A system where strong managers are the only decision makers
- A process where mostly statisticians get involved

12. 4. Quality is defined by the customer" is

Mark only one oval.

- an unrealistic definition of quality
- a user-based definition of quality
- a manufacturing-based definition of quality
- a product-based definition of quality

13. 5. Which of the following is not one of the major categories of costs associated with quality?

Mark only one oval.

- prevention costs
- appraisal costs
- internal failures
- none of the above, they are all major categories of costs associated with quality

14. 6. According to the manufacturing-based definition of quality

Mark only one oval.

- quality is the degree of excellence at an acceptable price and the control of variability at an acceptable cost
- quality depends on how well the product fits patterns of consumer preferences
- even though quality cannot be defined, you know what it is
- quality is the degree to which a specific product conforms to standards

15. 7. An important feature of supply chain management is its application of electronic commerce technology that allows companies to share and operate systems for

Mark only one oval.

- Order processing, transportation scheduling, and inventory management
- cost-effective flowing of raw materials
- future purchasing of computer systems
- future merger opportunities

16. 8. Lean production involves

Mark only one oval.

- Elimination of cost only
- Improvement of quality only
- Improvement of speed only
- Elimination of all types of waste

17. 9. All of the following costs are likely to decrease as a result of better quality except

Mark only one oval.

- customer dissatisfaction costs
- maintenance costs
- scrap costs
- warranty and service costs

18. 10. Inspection, scrap, and repair are examples of

Mark only one oval.

- internal costs
- external costs
- costs of dissatisfaction
- societal costs

19. 11. Which of the following activities is not a direct responsibility of operations management?

Mark only one oval.

- Determining the exact mix of products and services that the customers will want
- Designing the operation's products, services and processes
- Developing an operations strategy for the operations
- Planning and controlling the operation

20. 12. A quality loss function utilizes all of the following costs except

Mark only one oval.

- the cost of scrap and repair
- the cost of customer dissatisfaction
- inspection, warranty, and service costs sales costs
- costs to society

21. 13. A successful TQM program incorporates all of the following except

Mark only one oval.

- continuous improvement
- employment involvement
- benchmarking
- centralized decision making authority

22. 14. Which of the following would not be normally considered as a key feature of Operations Management?

Mark only one oval.

- Operations is the part of an organisation which creates wealth through the management of the transformation process
- World class Operations can give an organisation competitive advantage
- Most new technology is implemented in Operations areas
- Operations is the area of a business where most people work

23. 15. "Kaizen" is a Japanese term meaning

Mark only one oval.

- a foolproof mechanism
- Just-in-time (JIT)
- a fishbone diagram
- continuous improvement

24. 16. A supply chain has many stages. It would NOT typically involve this stage....

Mark only one oval.

- Customer's trip to retailer
- Retailers
- Manufacturers
- Raw materials suppliers

25. 17. For any supply chain, the source of revenue is generated by...

Mark only one oval.

- efficient operations
- information flows
- the customer
- product flows

26. 18. Successful supply chain management requires many decisions relating to the flow of information, product, and funds. These decisions fall into three categories or phases. Which of the following is NOT one of these categories?....

Mark only one oval.

- Supply Chain Operation
- Supply Chain Planning
- Supply Chain Strategy and Design
- Supply Chain Alliances

27. 19. Which of the following is not an area of responsibility for a logistics manager?....

Mark only one oval.

- inventory
- purchasing
- warehousing
- marketing

28. 20. Julie Newmar recognizes that her company needs to provide better customer service and trim distribution costs through teamwork, both inside the company and among all the marketing channel organizations. Julie will begin the practice of

Mark only one oval.

- intermediation
- customer relationship management
- integrated logistics management
- supply chain management

29. 21. A _____ encompasses all activities associated with the flow and transformation of goods from the raw material stage, through to the end user, as well as the associated information flows.....

Mark only one oval.

- production line
- supply chain
- marketing channel
- warehouse

30. 22. Cooperative supply chain relationships developed to enhance the overall business performance of both parties is a definition of:....

Mark only one oval.

- third-party logistics
- supply chain collaboration
- dovetailing
- relationship marketing

31. 23. Which of the following is NOT a reason that companies are depending more on their suppliers?....

Mark only one oval.

- More focus on core competencies
- Need for more flexibilities
- Desire to share risks
- More control over their suppliers

32. 24. A drawback to a business of using just in time stock control is:...

Mark only one oval.

- High insurance costs
- Stock could quickly become out of date or obsolete
- Storage costs will be high
- Delays in deliveries could result in idle resources

33. 25. Which of the following would a new fair trade café consider as the most important factor when considering its choice of suppliers?...

Mark only one oval.

- Price
- Reliability
- Flexibility
- Ethical values

34. 26. Which of the following is a benefit to a supplier of consistently delivering products on time?...

Mark only one oval.

- Repeat orders
- Lower prices
- Lower storage costs
- Minimal buffer stock held

35. 27. Which of the following job roles would be found within the logistics department for a large supermarket chain?...

Mark only one oval.

- Customer services manager
- Warehouse manager
- Retail manager
- Human resources manager

36. 28. The time difference between a business ordering and receiving stock is called the:....

Mark only one oval.

- Reorder quantity
- Lead time
- Buffer stock
- Reorder level

37. 29. Which of the following is a benefit to a business of having an efficient procurement department?...

Mark only one oval.

- Improved levels of customer service
- Increased levels of staff motivation
- Higher sales revenue
- Lower unit costs

38. 30. Which of the following is a benefit to a business of reducing its production times?....

Mark only one oval.

- It will hold less stock
- It sales will increase
- Its staff will be more motivated
- It could create a competitive advantage

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