



BRAINWARE UNIVERSITY

Term End Examination 2021 - 22

Programme – Bachelor of Business Administration

Course Name – Production & Operations Management

Course Code - BBA304

(Semester III)

Time : 1 Hr.25 Min.

Full Marks : 70

[The figure in the margin indicates full marks.]

Group-A

(Multiple Choice Type Question)

1 x 70=70

Choose the correct alternative from the following :

- (1) Most operation produce a mixture of both products and services which of the following business is closest to producing 'pure' services?
 - a) IT company
 - b) Counselor /therapist
 - c) Steel company
 - d) A restaurant
- (2) Operations can be classified according to their volume and variety of production as well as the degree of variation & visibility. Which of the following operations would be classified as high volume, low variety?
 - a) A front office bank
 - b) A family doctor
 - c) A carpenter
 - d) A fast food restaurant
- (3) Operations can be classified according to the degree of variations in demand and visibility of the operations as well as their volume and variety of production which of the following operations would be classified as high variation & high visibility?
 - a) A front office staff
 - b) A family doctor
 - c) A carpenter
 - d) A fast food restaurant
- (4) Which of the following would not be normally be considered a general characteristics of a service?
 - a) Production and consumption are simultaneous
 - b) Low contact service can often be made more efficient than high contract
 - c) Production and consumption can always be spatially separated
 - d) Many services involve both tangible & intangible outputs
- (5) Which of the following is the least likely decision to be made by operations managers?
 - a) Selecting the locations and layout of a facility
 - b) Designing and improving the jobs of the workspace

- c) How to use quality techniques to reduce waste
- d) Deciding which market areas to manufacture products for
- (6) The field of operations management is shaped by advances in which of the following fields?
- a) Chemistry and physics
- b) Industrial engineering & management science
- c) Biology and anatomy
- d) Information science
- (7) The five elements in the management process are
- a) Plan, direct, update, lead & surprise
- b) Accounting /finance, marketing, operations and management
- c) Organize, plan, control, staff and manage
- d) Plan, organize, staff, lead and control
- (8) Which of the following is not an element of management process
- a) Pricing
- b) Staffing
- c) Planning
- d) Controlling
- (9) Which of the following illustrate an activity that does not add value?
- a) Training employees
- b) Ordering parts from a supplier
- c) Making a part
- d) Accumulating parts in front of the next work centre
- (10) What term describes a vertical expansion of job duties in order to give the worker more responsibility
- a) Job enlargement
- b) Job rotation
- c) Job enrichment
- d) Job design
- (11) What type of process would a paper mill be most likely to use?
- a) Continuous flow
- b) Project
- c) Job shop
- d) Flow shop
- (12) Moving from the aggregate plan to a master production schedule requires
- a) Rough cut capacity planning
- b) Sub-optimization
- c) Disaggregation
- d) Strategy formulation
- (13) Which of the following statements is true of Lean-Six Sigma?
- a) Lean principles focus on advanced statistical methods.
- b) Lean principles and Six-Sigma are separate bodies of knowledge
- c) Lean principles have been developed over a lengthy period of time.
- d) Lean principles include the 5Ss framework and practices.
- (14) A fixed interval system
- a) Adds the same predetermined amount to inventory each time replenishment occurs
- b) Is suitable for joint replenishment items
- c) Is triggered at the reorder level
- d) Requires perpetual monitoring of inventory records
- (15) Which one of the following descriptions best defines the cycle-service level as a measure of customer service?
- a) The preferred proportion of annual demand instantaneously filled from stock
- b) The number of stock outs tolerated per year
- c) The preferred proportion of days in the year when an item is in stock
- d) The desired probability of not running out of stock in any one inventory cycle
- (16) Process planning describes

- a) How the product will perform
c) How the product will be made
- b) How the product will look
d) how easily the product can be maintained
- (17) One solution to the problem of how you can gain the cost benefits of standardization without losing the market advantages of product variety is
- a) Design for robustness
c) Modular design
- b) Quality function deployment
d) Process planning
- (18) An effective design is one which
- a) Utilizes the latest technology
c) Starts from ideas generated internally in the organization
- b) Minimizes the revisions necessary to make a workable design
d) All of these
- (19) New product ideas can come from
- a) Customers
c) Suppliers
- b) Competitors
d) All of these
- (20) Which of the following processes usually involves a large investment of funds and resources, and produces one item at a time to customer order?
- a) Project
c) Mass
- b) Continuous
d) None of these
- (21) _____ is a strategy for organizing and controlling a factory rather than a technology that can be purchased.
- a) FMS
c) CPSS
- b) CIM
d) All of these
- (22) Locating all the drills in one work center lathes in another work center and milling machines in yet another work center represents what type of layout?
- a) Fixed-position layout
c) Process layout
- b) Product layout
d) None of these
- (23) Cycle time is not
- a) The time required to complete a product from start to finish
c) Daily operating time divided by desired production
- b) The maximum allowable time at each workstation
d) None of these
- (24) The flexible manufacturing system layout which is the most complex and most flexible is called
- a) Open-field system
c) Progressive layout
- b) Ladder layout
d) All of these
- (25) In general, work-in-process inventory is _____ for a process layout, and _____ for a product layout.
- a) Small, Large
c) Large, Large
- b) Large, Small
d) Small, Small
- (26) Which of the following companies follows a pure chase strategy of aggregate planning?
- a) Hershey's
c) Ford
- b) Nordstrom's
d) Mars Inc.
- (27) Which of the following aggregate planning techniques guarantees an optimal solution?
- a) Linear programming
- b) Search decision rule

ity as the earliest start time for the next

- c) That the latest finishing time for an activity not delay the overall project beyond initial expectation
- d) A sophisticated and complex computer program
- (40) What type of control chart is used to monitor the number of defects per unit?
- a) P Chart
b) R Chart
c) C Chart
d) X Bar Chart
- (41) If an artificial variable remains in the solution with a positive value after the stopping criterion has been reached, the problem
- a) Is infeasible
b) Is optimal
c) Needs a new basis
d) Has more than one solution
- (42) What are the two sources of costs in queuing analysis?
- a) Arrivals and departures
b) Arrivals and idleness
c) Waiting customers and capacity
d) Equipment breakdowns and departures
- (43) What is simulation?
- a) A quick solution method to problem-solving
b) A formalized deterministic approach to problem-solving
c) A graphical method to problem-solving
d) A trial-and-error approach to problem-solving
- (44) State the full form of ABC
- a) Always Better Control
b) Always Best Control
c) Always Behind Control
d) None of these
- (45) Which if the following is true in case of CPM
- a) It's the maximum duration of Project
b) It's the minimum duration
c) It's the average time
d) All of these
- (46) The formula for EF is
- a) $ES + \text{Duration}$
b) $LS + \text{Duration}$
c) $ES - \text{Duration}$
d) All of these
- (47) In which path an activity can be preponed or postponed
- a) Normal
b) Critical
c) Non - critical
d) None of these
- (48) T_m - which is known as Most Likely Duration is
- a) Crash Duration
b) Maximum Duration
c) Normal Duration
d) Minimum Duration
- (49) Which of the following is the application of a set of techniques to an existing product with a view to improve its value
- a) Value Analysis
b) Value Engineering
c) Value Stream Mapping
d) None of these
- (50) Which of the following combines with manufacturing process to ensure that a manufacturing process produces quality perfect products
- a) Quality model
b) Quality assurance
c) Quality system
d) None of these
- (51) The other name of Type II Error is
- a) Producer's Risk
b) Consumer's Risk

- c) Employee's Risk
- (52) The mean of sampling distribution is
- Less than mean of process distribution
 - Equal to mean of process distribution
- (53) Total Quality Management (TQM) focuses on
- Employee
 - Both Employee & customers
- (54) The following is (are) the machine down time.
- Waste
 - Breakdown
- (55) TQM & ISO both focuses on
- Customer
 - Both customer and employees
- (56) According to Deming, Quality problems are
- Due to management
 - Due to machine
- (57) _____ helps organization reduce employee turnover and absenteeism.
- Job design
 - Wage revision
- (58) CMM stands for
- Capability maturity model
 - Capability measuring model
- (59) Closing stock in service oriented industry
- Is tangible
 - Made to stock
- (60) Itemd not required in product layout is
- Lowers overall manufacturing time
 - Utilizes machine and labour better
- (61) best layout for industry manufacturing ship vessel is-
- Process layout
 - Fixed position layout
- (62) Machine suitable in handling activities in cement industry is-
- Belt conveyor
 - Fork lift truck
- (63) Alternative terms of Fixed position layout is
- Analytical layout
 - Static product layout
- (64) Suitability of Product layout is observede in-
- Batch production
 - Effective utilization of machine
- (65) Excessive multiplication of facilities is not desirable. So for its avoidance we can use-
- Product layout
- d) All of these
- b) More than mean of process distribution
- d) All of these
- b) Customer
- d) None of these
- b) No material
- d) All of these
- b) Employee
- d) None of these
- b) Due to method
- d) All of these
- b) Training & development
- d) All of these
- b) Capability monitoring model
- d) Capability matching model
- b) Is not tangible
- d) None of these
- b) Requires less space for placing machines
- d) More place for placing machines
- b) Product layout
- d) Plant layout
- b) Bucket conveyor
- d) Overhead crane
- b) Synthetic layout
- d) None of these
- b) Continuous production
- d) All of these
- b) Process layout

c) Group Layout

d) Static Layout

(66) Step needed before planned maintenance work execution is-

a) Recording

b) Planning

c) Controlling

d) Scheduling

(67) Which of the understated item requires support of ceilings?

a) Roller conveyor

b) Belt conveyor

c) Chain conveyor

d) All of these

(68) Flow of inventory is ensured through appropriate coordination, control and plan. It is classified as-

a) decisional management

b) throughput management

c) inventory management

d) manufacturing management

(69) Inventory can be reduced by using-

a) TPM

b) CRM

c) CPM

d) MRP

(70) The technique of ABC is meant for-

a) Is a basic technique of materials management

b) Is meant for relative inventory control

c) Does not depend upon the unit cost of the item but on its annual consumption

d) Is meant for extensive inventory control