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NOIDA INSTITUTE OF ENGINEERING AND TECHNOLOGY, GREATER NOIDA

(An Autonomous Institute)

Affiliated to Dr. A.P.J. Abdul Kalam Technical University, Uttar Pradesh, Lucknow MBA

FIRST YEAR (SEMESTER-II) THEORY EXAMINATION (2020-2021) (Objective Type)

Subject Code: AMBA0208

Subject: Operations and Supply Chain Management

General Instructions:

All questions are compulsory.

Question No- 1 to 15 are objective type question carrying 2 marks each.

Question No- 16 to 35 are also objective type/Glossary based question carrying 2 marks each.

Max. Mks. : 70

Time : 70 Minutes

Q.No	Question Content	Question Image	Category	Sub Category	Marks	Type	Difficulty	Correct	Option1	Option2	Option3	Option4
1	In addition to operations, which of the following is considered a "line" function?		Single Choice Questions	Single Choice Questions	2	Single Choice	Brilliant	sales	accounting	sales	finance	HR
2	Operations management involves continuous decision making; hopefully most decisions made will be:		Single Choice Questions	Single Choice Questions	2	Single Choice	Brilliant	informed	redundant.	informed	quantitative	qualitative
3	Budgeting, analysis of investment proposals, and provision of funds are activities associated with the function.		Single Choice Questions	Single Choice Questions	2	Single Choice	Brilliant	finance	operation	marketing	finance	none of these
4	Designing for recycling helps facilitate:		Single Choice Questions	Single Choice Questions	2	Single Choice	Brilliant	compliance with regulatory environments.	reduced legal liability.	compliance with regulatory environments.	increased product reliability	none of these
5	One way to increase reliability is to:		Single Choice Questions	Single Choice Questions	2	Single Choice	Brilliant	increase the number of service stations	improve component design	increase the number of service stations	increase mean repair time	none of these
6	Process choice is driven.		Single Choice Questions	Single Choice Questions	2	Single Choice	Brilliant	operations	demand	operations	marketing	customer
7	The two general approaches to forecasting are:		Single Choice Questions	Single Choice Questions	2	Single Choice	Brilliant	qualitative and quantitative	qualitative and quantitative	precise and approximation	judgmental and qualitative	none of these
8	Essentially, the output of aggregate planning is the:		Single Choice Questions	Single Choice Questions	2	Single Choice	Brilliant	production plan	production plan	marketing plan	assignment plan	none of these
9	Quality control, in contrast to quality assurance, is implemented		Single Choice Questions	Single Choice Questions	2	Single Choice	Brilliant	during production	during production	by top management	during distribution	None of the above
10	The assurance that processes are performing in an acceptable manner is the focus of:		Single Choice Questions	Single Choice Questions	2	Single Choice	Brilliant	quality control	variability analysis	quality assurance	quality control	none of these
11	Inspection is a(n):		Single Choice Questions	Single Choice Questions	2	Single Choice	Brilliant	appraisal	prevention	appraisal	monitoring	control
12	Objective of Work Study is to improve		Single Choice Questions	Single Choice Questions	2	Single Choice	Brilliant	Productivity	Cycle time	Productivity	revenue	None of the above
13	Inadequate production capacity ultimately leads to.		Single Choice Questions	Single Choice Questions	2	Single Choice	Brilliant	Poor Customer Service	Poor quality	Poor Customer Service	Poor inventory control	none of these
14	When demand exceeds capacity, a firm should.		Single Choice Questions	Single Choice Questions	2	Single Choice	Brilliant	Add workers	Lower prices	Add workers	Temporarily lay-off workers	none of these
15	Long-term capacity planning deals with which of the following factors?		Single Choice Questions	Single Choice Questions	2	Single Choice	Brilliant	Investment in new facilities	Overtime budgets	Workforce size	Investment in new facilities	none of these
16	The intangible characteristics that define services include reliability, care and ……		Glossary I	Glossary I	2	Single Choice	Brilliant	Empathy	Empathy	Demand	production	Intangible

Q.No	Question Content	Question Image	Category	Sub Category	Marks	Туре	Difficulty	Correct	Option1	Option2	Option3	Option4
17	The perishable nature of service demands greater attention to …………… management of a service.		Glossary I	Glossary I	2	Single Choice	Brilliant	Demand	Empathy	Demand	Intangible	production
18	Variability in services has an impact not only on customer satisfaction but also in the ……………process of services.		Glossary I	Glossary I	2	Single Choice	Brilliant	production	Intangible	production	Demand	Empathy
19	A service is defined as any activity or benefit that one player offers to another in an exchange process, which is essentially ………………and does not result in ownership of anything.		Glossary I	Glossary I	2	Single Choice	Brilliant	Intangible	Demand	Empathy	production	Intangible
20	Service providers are giving increasing emphasis on creating reputation for good quality of service as this provides a …………………for their organization.		Glossary II	Glossary II	2	Single Choice	Brilliant	Positive image	Assurance	Positive image	Responsiveness	Consumer Oriented
21	Quality management involves deciding on quality standards and implementing a method ……………on performance level of the staff and the facilities.		Glossary II	Glossary II	2	Single Choice	Brilliant	Assurance	Positive image	Assurance	Consumer Oriented	Responsiveness
22	. …………….app roach starts from the premise that quality "lies in the eyes of the beholder".		Glossary II	Glossary II	2	Single Choice	Brilliant	Consumer Oriented	Responsiveness	Consumer Oriented	Assurance	Positive image
23	. …………… means the willingness to help customers and provide prompt service.		Glossary II	Glossary II	2	Single Choice	Brilliant	Responsiveness	Positive image	Assurance	Consumer Oriented	Responsiveness
24	Productivity is a ratio, while production relates to a …………… .		Glossary III	Glossary III	2	Single Choice	Brilliant	Volume	Quality	The fruit	Volume	Equally
25	Productivity applies …………… to the blue-collar workforce as to people doing intellectual work.		Glossary III	Glossary III	2	Single Choice	Brilliant	Equally	Volume	Equally	The fruit	Quality
26	The productivity tree is shown in three parts, the roots, the trunk and …………….		Glossary III	Glossary III	2	Single Choice	Brilliant	The fruit	Quality	The fruit	Equally	Volume
27	Cost and …………… are characteristics that must be designed into a product in the first place.		Glossary III	Glossary III	2	Single Choice	Brilliant	Quality	Volume	Equally	The fruit	Quality
28	The flow of goods and information goes both ways which means that the participants in a supply chain are both customers and ……………		Glossary IV	Glossary IV	2	Single Choice	Brilliant	Suppliers	Suppliers	Value chain	Customer order	55
29	Supply chain is an integral part of the ………………		Glossary IV	Glossary IV	2	Single Choice	Brilliant	Value chain	55	Customer order	Value chain	Suppliers
30	Supply chain activities begin with a ………………… and ends when a satisfied customer has paid for his or her purchase.		Glossary IV	Glossary IV	2	Single Choice	Brilliant	Customer order	Suppliers	Value chain	Customer order	55

Q.No	Question Content	Question Image	Category	Sub Category	Marks	Туре	Difficulty	Correct	Option1	Option2	Option3	Option4
31	Purchases represent about …………… percent of the cost of the finished product.		Glossary IV	Glossary IV	2	Single Choice	Brilliant	55	Suppliers	Value chain	Customer order	55
32	W. Edwards Deming, Joseph Juran, Philip B. Crosby, and Kaoru Ishikawa, known as the …………………		Glossary V	Glossary V	2	Single Choice	Brilliant	Big Four	Big Four	ТQМ	Quantitative Methods	Disciplined approach
33	…………… is a management strategy aimed at embedding awareness of quality in all organizational processes.		Glossary V	Glossary V	2	Single Choice	Brilliant	TQM	Disciplined approach	Quantitative Methods	TQM	Big Four
34	TQM is the application of ………………… lip;… and human resources to improve all the processes within an organization and exceed customer needs now and in the future.		Glossary V	Glossary V	2	Single Choice	Brilliant	Quantitative Methods	Big Four	ТQМ	Quantitative Methods	Disciplined approach
35	TQM integrates fundamental management techniques, existing improvement efforts, and technical tools under a ………….		Glossary V	Glossary V	2	Single Choice	Brilliant	Disciplined approach	Big Four	TQM	Quantitative Methods	Disciplined approach