



Q1. Select most appropriate alternative from the following. (Any 10)

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1. .... is a process of deciding the path of work and the sequence of operation.
  - a) Routing      b) Scheduling   c) Follow-up   d) Dispatching
2. .... measures helps to improve the productivity.
  - a) Value Engineering   b) Training   c) Quality Circles   d) All of these
3. ISO stands for ..... Organisation for Standardisation.
  - a) Indian   b) Internal   c) International   d) Innovative
4. The concept of Total Quality Management was introduced in .....
  - a) America      b) Japan      c) China      d) Germany
5. .... rating agencies provide ratings to the issues of debt securities.
  - a) National      b) International      c) Debit      d) Credit
6. Batch production is a form of ..... production system.
  - a) Continuous   b) Intermittent      c) Project      d) Mass
7. Under ..... production, a single order is executed.
  - a) Project      b) Batch      c) Process      d) Intermittent
8. Six Sigma is first applied in .....
  - a) Motorola      b) Siemens      c) Ford Motors      d) Rolls Royce
9. Section ..... offers tax rebate to investors in mutual funds.
  - a) 88      b) 80C      c) 100      d) 90
10. Capital market and ..... are two constitutes of Indian financial system.
  - a) New issue market   b) Primary market      c) Secondary market   d) Money market
11. First sale of stock by a private company to the public is called .....
  - a) Sale of securities      b) IPO      c) Sale in stock exchange      d) Bonus issue
12. The concept of micro finance was first introduced by Mr. ....
  - a) Mohammad Yunus      b) Ratan Tata      c) Bhavish Aggarwal      d) Mukesh Ambani

B. State whether the following statements are True or False. (Any 10)

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1. The Japanese term KAIZEN stands for 'Change for Good'.
2. Service Quality Management leads to customer loyalty.
3. Under Quality Circle the worker voluntary joins the group.
4. Hedger plays an important role in money market.
5. There is no difference between speculators and arbitrageurs.
6. Mutual funds invest only in equity market.
7. TQM believes in producing defect free goods.
8. Quality Circle is formed voluntarily by employees of a particular work area.
9. SERQUAL Model is known as Gap Model.
10. NSDL is the largest depository in India.
11. Index scheme attempts to replicate the performance of a particular index such as the BSE Sensex.
12. SHG encourages its members to save a part of their income on regular basis.



Q2. Answer any two of the following:

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- A. Explain the scope of production management.
- B. What are the factors influencing productivity?
- C. Explain the objectives of inventory management.

Q3. Answer any two of the following:

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- A. Explain the importance of Total Quality Management.
- B. Explain the process of Kaizen.
- C. What are the measures to improve service quality?

Q4. Answer any two of the following:

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- A. Explain the functions of SEBI.
- B. What is dematerialisation? Explain its procedure.
- C. Explain the advantages of credit rating to investors.

Q5. Answer any two of the following:

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- A. Explain the sources of funding for Start-up.
- B. Explain the importance of Micro Finance
- C. Explain the role of Self Help Groups.

Q6 Write Short Notes. (Any Four)

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- A. Primary Market
- B. Stock Exchange
- C. Six Sigma
- D. ABC Analysis
- E. Batch Production
- F. Micro Finance