Week 5: BY- Manisha Pal

What is E-Commerce?

- A) The process of buying and selling goods and services in physical stores
- B) The use of electronic systems to conduct business transactions in physical store
- C) The buying and selling of goods and services over the internet
- D) The management of logistics and delivery of products in retail stores

Answer: C

2. Which of the following factors contributed to the growth of e-commerce before COVID-19?

- A) Decrease in internet penetration
- B) Increasing smartphone usage
- C) Closure of physical stores
- D) Limited online shopping options

Answer: B

3. During the COVID-19 pandemic, e-commerce platforms were crucial for:

- A) Reducing internet penetration
- B) Delivering essential goods such as groceries and medicines
- C) Decreasing consumer spending
- D) Closing small businesses

Answer: B

4. Which challenge did e-commerce platforms face during COVID-19?

- A) Increase in traditional retail sales
- B) Uninterrupted supply chains
- C) Logistics and timely delivery issues
- D) Decreased online transactions

Answer: C

5. What is the current market share of e-commerce in India compared to traditional retail?

- A) Higher than traditional retail
- B) Still in its early stages with a relatively low market share
- C) Equal to traditional retail
- D) Almost negligible

Answer: B

6. Which e-commerce strategy is tailored specifically for the Indian market?

• A) Offering cash on delivery

These are the mcq's out of theory of lectures covering each and every topic.

**they are made by using gpt and my notes so it may have some errors.



- B) Eliminating regional language options
- C) Limiting payment methods
- D) Adopting only global market strategies

Answer: A

7. Which of the following is a key factor in the rapid growth of e-commerce in India?

- A) Lack of internet access
- B) High import duties
- C) Increasing internet and smartphone penetration
- D) Decrease in digital payment options

Answer: C

8. Which country's e-commerce market is more advanced and often serves as a model for India?

- A) USA
- B) China
- C) Japan
- D) Brazil

Answer: B

9. What role does data play in e-commerce?

- A) Limiting customer choices
- B) Collecting and analyzing customer behavior to personalize experiences
- C) Reducing customer interactions with the platform
- D) Preventing any form of customer data collection

Answer: B

10. What is one of the key benefits of using predictive analytics in e-commerce?

- A) Decreasing customer satisfaction
- B) Eliminating the need for inventory management
- C) Forecasting demand and optimizing inventory
- D) Preventing personalized marketing

Answer: C

11. Which of the following strategies is used by Flipkart to build customer trust?

- A) Ignoring customer service
- B) Offering unreliable delivery options
- C) Implementing flexible return policies
- D) Limiting customer reviews

^{**}Answer:** C

12. What is one of the main challenges faced by e-commerce platforms in managing vast amounts of data? - A) Lack of data collection - B) Organizing and extracting actionable insights from data - C) Decreasing customer interaction with the platform - D) Reducing the number of customers **Answer:** B 13. Which company type specializes in a specific product category? - A) Platform Company - B) Niche Company - C) Logistics Company - D) Supply Chain Company **Answer:** B 14. Which network structure is used by Fab Mart to ensure fast delivery? - A) Single-tier network - B) Three-tier network - C) Two-tier distribution network

- D) Multi-tier network
- **Answer:** C

15. What is the focus of the Planning Head in supply chain management at Fab Mart?

- A) Reducing product variety
- B) Minimizing delays and ensuring efficient fulfillment of orders
- C) Increasing stockouts
- D) Ignoring logistical efficiency
- **Answer:** B

16. Which e-commerce strategy does Flipkart use to drive sales during cultural events?

- A) Ignoring festive sales
- B) Offering limited discounts
- C) Leveraging cultural events and festivals with special discounts and offers
- D) Reducing sales during festivals
- **Answer:** C

17. What challenge does data overload pose to e-commerce platforms?

- A) Lack of data collection
- B) Difficulty in effectively managing and analyzing large volumes of data
- C) Reducing customer interaction

- D) Decreasing inventory levels

 Answer: B
- 18. What is one of the key differences between traditional retail CRM and e-commerce CRM?
- A) Traditional retail CRM is data-driven
- B) E-commerce CRM relies on face-to-face interactions
- C) E-commerce CRM uses data to create highly personalized shopping experiences
- D) Traditional retail CRM can scale easily
- **Answer:** C

19. Which of the following is an application of AI in e-commerce?

- A) Reducing product recommendations
- B) Powering chatbots and virtual assistants
- C) Eliminating search functionality
- D) Decreasing customer support options
- **Answer:** B

20. Why is trust building important in e-commerce?

- A) It helps reduce the number of customers
- B) It ensures unreliable delivery options
- C) It builds credibility through customer reviews and testimonials
- D) It decreases the importance of customer service
- **Answer:** C

1. What is the primary definition of E-Commerce?

- A) The process of buying and selling goods and services in physical stores
- B) Conducting commercial transactions electronically over the internet
- C) Managing logistics for brick-and-mortar stores
- D) The use of electronic systems to conduct business transactions in traditional retail stores

Answer: B

2. Which of the following was a significant factor in the growth of e-commerce before the COVID-19 pandemic?

- A) Decline in global smartphone usage
- B) Limited internet access
- C) Increasing penetration of internet and smartphones
- D) Decrease in digital payment options

Answer: C

3. During the COVID-19 pandemic, what role did e-commerce platforms play in society?

• A) Facilitating the closure of all physical stores

- B) Delivering essential goods like groceries and medicines during lockdowns
- C) Reducing online shopping options
- D) Limiting customer access to essential goods

4. Which of the following was a challenge faced by e-commerce platforms during the COVID-19 pandemic?

- A) Decrease in customer demand
- B) Disruptions in supply chains and logistics for timely delivery
- C) Surge in physical retail store openings
- D) Reduction in digital transactions

Answer: B

5. As of now, how does the market share of e-commerce in India compare to traditional retail?

- A) It is larger than traditional retail
- B) It is still developing and has a relatively smaller market share
- C) It is nearly equal to traditional retail
- D) It has almost no presence in the market

Answer: B

6. Which e-commerce strategy is especially tailored for the Indian market to enhance customer convenience?

- A) Exclusively offering online payment options
- B) Offering cash on delivery to address low credit card penetration
- C) Reducing the number of products available online
- D) Increasing the reliance on foreign currency transactions

Answer: B

7. What is one of the reasons for the rapid growth of e-commerce in India?

- A) Decrease in internet penetration
- B) High levels of digital illiteracy
- C) Growing internet and smartphone usage across the country
- D) Restrictive government policies on online shopping

Answer: C

8. Which country's e-commerce model is often studied and emulated by Indian e-commerce platforms?

- A) Japan
- B) China
- C) Germany
- D) Brazil

Answer: B

9. How do e-commerce platforms use customer data to improve the shopping experience?

- A) By limiting the products offered to customers
- B) By collecting and analyzing data to offer personalized recommendations
- C) By preventing customers from saving payment details
- D) By reducing the number of customer interactions on the platform

Answer: B

10. Predictive analytics in e-commerce primarily helps in:

- A) Increasing the cost of goods
- B) Eliminating the need for inventory management
- C) Anticipating customer demand and optimizing inventory levels
- D) Reducing customer satisfaction
- **Answer:** C

11. Which of the following strategies does Flipkart use to gain customer trust?

- A) Offering cash on delivery and flexible return policies
- B) Limiting payment options to only credit cards
- C) Ignoring customer feedback and reviews
- D) Decreasing the number of products available for purchase
- **Answer:** A

12. One of the major challenges in managing vast amounts of data on e-commerce platforms is:

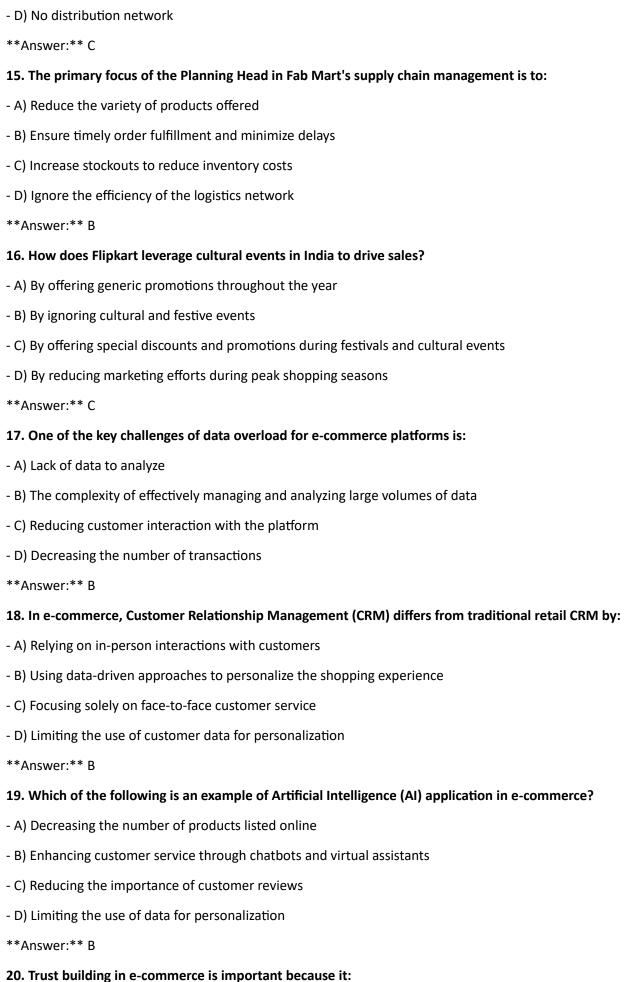
- A) Lack of data collection capabilities
- B) Difficulty in organizing and deriving actionable insights from the data
- C) Reducing customer traffic to the website
- D) Decreasing the number of products offered
- **Answer:** B

13. Which of the following best describes a niche company in the e-commerce space?

- A) A company that specializes in a wide range of products
- B) A company that focuses on a specific product category or market segment
- C) A company that offers logistics services for multiple e-commerce platforms
- D) A company that acts as a middleman between suppliers and retailers
- **Answer:** B

14. Fab Mart ensures fast delivery by utilizing a:

- A) Four-tier network
- B) Single-tier network
- C) Two-tier distribution network



- A) Decreases customer retention

- B) Helps in building credibility through reviews, ratings, and testimonials - C) Reduces the need for customer service - D) Increases the complexity of online transactions **Answer:** B 21. Which type of company specializes in a wide variety of products and services? - A) Platform Company - B) Niche Company - C) Multi-category Retailer - D) Logistics Company **Answer:** C 22. What advantage does a two-tier distribution network offer for e-commerce platforms? - A) Slower delivery times - B) Increased complexity in order fulfillment - C) Faster delivery by shortening the supply chain - D) Higher costs due to multiple layers of distribution **Answer:** C 23. What role does cultural sensitivity play in the success of e-commerce in India? - A) It reduces customer interest in online shopping - B) It helps companies to ignore cultural and festive events - C) It allows e-commerce platforms to align marketing strategies with cultural and regional preferences - D) It complicates the marketing efforts of e-commerce platforms **Answer:** C 24. Why is predictive analytics crucial for inventory management in e-commerce? - A) It helps to reduce the number of products listed online - B) It forecasts demand to prevent stockouts and overstocking - C) It limits customer options to streamline inventory - D) It focuses only on historical data without considering future trends **Answer:** B 25. What is the main challenge of implementing AI in e-commerce platforms?
- A) Lack of customer data
- B) High costs and technical complexity
- C) Reducing the number of products offered
- D) Ignoring customer feedback
- **Answer:** B

26. How does e-commerce CRM use customer data differently from traditional CRM?

- A) It avoids using customer data for any interactions
- B) It relies heavily on data to personalize the customer experience
- C) It focuses on face-to-face interactions with customers
- D) It limits the amount of data collected from customers
- **Answer:** B

27. What is the primary benefit of a flexible return policy in e-commerce?

- A) Reducing customer satisfaction
- B) Increasing customer trust and reducing the risk of purchase
- C) Decreasing the number of returns
- D) Complicating the return process
- **Answer:** B

28. Which of the following is a key benefit of using a two-tier distribution network?

- A) Increased delivery times
- B) Lower efficiency in the supply chain
- C) Faster and more reliable delivery to customers
- D) Higher logistics costs due to additional layers
- **Answer:** C

29. How does cultural sensitivity impact e-commerce marketing in India?

- A) It leads to generic marketing campaigns
- B) It allows companies to tailor campaigns to regional and cultural preferences
- C) It has no impact on marketing strategies
- D) It limits the effectiveness of online promotions
- **Answer:** B

30. Predictive analytics in e-commerce is primarily used for:

- A) Decreasing customer satisfaction
- B) Anticipating demand and optimizing inventory
- C) Ignoring customer trends and preferences
- D) Limiting the number of products available online
- **Answer:** B

31. What is the importance of AI in enhancing customer service in e-commerce?

- A) Limiting the use of customer data
- B) Using chatbots and virtual assistants for efficient service
- C) Reducing the number of customer interactions

- D) Ignoring customer feedback and reviews
- **Answer:** B

32. Which is a challenge of using AI in e-commerce platforms?

- A) Limited availability of customer data
- B) Technical complexity and high implementation costs
- C) Reducing the number of available products
- D) Ignoring market trends
- **Answer:** B

33. Why is cultural sensitivity crucial for e-commerce success in India?

- A) It complicates marketing efforts
- B) It has no impact on customer engagement
- C) It enables personalized marketing based on regional preferences
- D) It reduces the effectiveness of online campaigns
- **Answer:** C

34. The primary advantage of using predictive analytics in e-commerce inventory management is:

- A) Limiting the variety of products
- B) Anticipating demand to prevent stockouts and overstocking
- C) Focusing only on past trends
- D) Ignoring customer preferences
- **Answer:** B

35. Which of the following is a key benefit of AI in e-commerce customer service?

- A) Limiting customer interactions
- B) Enhancing service efficiency with chatbots and virtual assistants
- C) Ignoring customer feedback
- D) Reducing the importance of personalization
- **Answer:** B

WEEK 6 AND 7:

What is the primary focus of the manufacturing sector?

- A) Agricultural production
- B) Production of goods through the processing of raw materials
- C) Service provision
- D) Financial investments

Answer: B) Production of goods through the processing of raw materials

Which of the following is NOT a key process in manufacturing?

- A) Design
- B) Quality Control
- C) Marketing
- D) Production Planning

Answer: C) Marketing

2 Why is the manufacturing sector important for economic development?

- A) It creates job opportunities and contributes to GDP.
- B) It mainly focuses on service industries.
- C) It reduces the need for transportation infrastructure.
- D) It exclusively focuses on financial markets.

Answer: A) It creates job opportunities and contributes to GDP.

Which of the following statements best describes the scope of the manufacturing sector?

- A) It includes only the production of electronics.
- B) It involves the production of goods across various industries, including automotive, aerospace, and textiles.
- C) It focuses solely on agricultural machinery.
- D) It only includes the processing of raw materials.

Answer: B) It involves the production of goods across various industries, including automotive, aerospace, and textiles.

1. How does the manufacturing sector contribute to a country's GDP?

- A) By increasing government revenue
- B) By providing raw materials
- C) By producing goods and services
- o D) By enhancing agricultural output

Answer: C) By producing goods and services

2. Which of the following is a direct benefit of manufacturing for employment?

- A) Reduces government debt
- o B) Creates job opportunities across various skill levels
- o C) Increases international aid
- o D) Reduces global trade deficits

Answer: B) Creates job opportunities across various skill levels

3. What role does manufacturing play in innovation and technological advancement?

- o A) It focuses solely on traditional methods
- o B) It invests in R&D, leading to technological improvements and new products
- o C) It only uses existing technologies
- o D) It limits technological development

Answer: B) It invests in R&D, leading to technological improvements and new products

- 4. How does manufacturing affect the trade balance of a country?
 - A) By increasing imports
 - o B) By contributing to exports and reducing reliance on imports
 - C) By decreasing exports
 - o D) By focusing solely on domestic markets

Answer: B) By contributing to exports and reducing reliance on imports

Impact of COVID-19 on the Automotive Sector

1. What was one of the immediate effects of COVID-19 on the automotive manufacturing sector in March 2020?

- o A) Increased demand for automobiles
- B) Significant drop in demand for automobiles
- o C) Immediate rise in production rates
- D) Surge in labor availability

Answer: B) Significant drop in demand for automobiles

- 2. How did labor migration affect the automotive sector during the pandemic?
 - o A) It led to an increase in production efficiency
 - o B) It caused disruptions in production due to labor shortages
 - o C) It improved labor conditions
 - D) It reduced the need for safety measures

Answer: B) It caused disruptions in production due to labor shortages

3. Which of the following was a consequence of the pandemic on automotive demand in the financial year 2021?

- A) Consistent high demand throughout the year
- o B) Steep decline in demand followed by a brief spike
- o C) Stable production without any demand fluctuations
- o D) Increased international sales without affecting domestic markets

Answer: B) Steep decline in demand followed by a brief spike

4. What kind of disruptions did the automotive supply chain face due to COVID-19?

- o A) No significant disruptions
- o B) Severe challenges with production and supply chain disruptions
- o C) Improved global supply chain efficiency
- o D) Increased export rates without production issues

Answer: B) Severe challenges with production and supply chain disruptions

Manufacturing Sector Planning and Coordination

1. Why is effective planning important in manufacturing?

- o A) To ensure that the production process is random
- o B) To allocate resources efficiently and meet production targets
- o C) To avoid scheduling production activities
- o D) To reduce product quality

Answer: B) To allocate resources efficiently and meet production targets

2. What does the Master Production Schedule (MPS) focus on?

- A) Long-term strategic goals
- o B) Monthly alignment of sales forecasts with production capacity
- o C) Detailed production planning for a 2-3 month timeframe
- o D) Daily financial management

Answer: C) Detailed production planning for a 2-3 month timeframe

3. Which of the following is a type of production planning?

- A) Job Shop Production
- o B) Sales and Operations Planning
- o C) Continuous Production
- o D) Batch Production

Answer: B) Sales and Operations Planning

4. What is the goal of coordinating across departments in manufacturing planning?

- o A) To create siloed work environments
- o B) To ensure resources are effectively allocated and production goals are met
- o C) To avoid communication between departments
- o D) To focus only on sales and marketing

Answer: B) To ensure resources are effectively allocated and production goals are met



Theoretical Concepts

1. What does revenue analysis involve?

- A) Evaluating the total income generated by different products
- o B) Analyzing only production costs
- o C) Comparing employee performance
- o D) Assessing market trends only

Answer: A) Evaluating the total income generated by different products

2. What does Product Portfolio Management help companies decide?

- o A) Which markets to enter
- o B) Which products to invest in, grow, maintain, or phase out
- o C) Which suppliers to choose
- o D) Which regulations to follow

Answer: B) Which products to invest in, grow, maintain, or phase out

3. How do scatter plots with linear regression help in revenue analysis?

- o A) By showing the exact sales figures for each product
- o B) By visualizing the relationship between revenue and quantity
- o C) By predicting future market trends
- o D) By comparing costs across different production lines

Answer: B) By visualizing the relationship between revenue and quantity

4. How do regulatory changes impact product revenue?

- o A) They have no impact on product sales
- o B) They lead to changes in product pricing and market access
- o C) They reduce the need for quality control
- o D) They increase the cost of raw materials without affecting sales

Answer: B) They lead to changes in product pricing and market access

WEEK 8:

1. What is the primary purpose of production scheduling?

- o A) To increase scrap rates
- o B) To plan and organize the manufacturing process to meet production targets
- o C) To reduce the number of workstations
- o D) To avoid quality control checks

2. Which of the following is considered a key component of production scheduling?

- o A) Employee vacation planning
- o B) Product design changes
- o C) Quantity and timeline of production
- o D) Office supply management

Answer: C

Scrap and Quality Control

3. What does 'scrap' refer to in a manufacturing process?

- A) Completed products ready for sale
- o B) Material or parts rejected due to defects or quality issues
- o C) Additional materials added to the production
- o D) Packaging materials

Answer: B

4. How is the standard scrap rate determined?

- A) Based on historical sales data
- o B) As a predetermined percentage of production expected to be scrapped
- o C) By customer feedback
- o D) By the total number of products produced

Answer: B

Loading and Capacity Planning

5. What does 'loading' involve in manufacturing?

- o A) Assigning production tasks to specific workstations
- o B) Determining marketing strategies
- o C) Planning employee shifts
- o D) Calculating tax obligations

Answer: A

6. Capacity planning ensures that:

- A) Workstations have too much capacity to handle future needs
- B) Workstations have enough capacity to meet production goals
- o C) Workstations are underutilized
- o D) Production is stopped to prevent overproduction

Maintenance and Downtime

7. What is 'scheduled maintenance'?

- o A) Unplanned machine breakdowns
- o B) Regular maintenance activities planned to prevent breakdowns
- o C) Immediate repairs after a breakdown
- o D) Adjustments for new product types

Answer: B

8. Unplanned downtime is caused by:

- A) Routine maintenance activities
- o B) Scheduled production changes
- o C) Unexpected machine breakdowns
- o D) Planned employee breaks

Answer: C

Changeovers

9. What does a changeover involve?

- o A) Switching a machine from one product to another
- o B) Changing employee roles
- o C) Updating software systems
- o D) Adjusting marketing campaigns

Answer: A

10. The impact of changeovers on production includes:

- o A) Increased machine efficiency
- o B) Reduced production time
- o C) Potential downtime
- o D) Enhanced product quality

Answer: C

Actual vs. Planned Production

11. What is 'planned production'?

- o A) The actual output achieved
- o B) The intended production output based on the schedule
- o C) The forecasted demand
- o D) The number of products ordered

Answer: B

12. Why is analyzing variances between actual and planned production important?

- o A) To increase employee bonuses
- o B) To identify issues and improve future schedules
- o C) To reduce production costs
- o D) To change supplier contracts

Answer: B

Shift Planning

13. What does shift scheduling involve?

- o A) Allocating production tasks to specific shifts
- o B) Designing product packaging
- o C) Planning marketing strategies
- o D) Organizing customer feedback sessions

Answer: A

Multi-Product Scheduling

14. Why are machines often scheduled to produce different products in alternate weeks?

- o A) To minimize maintenance costs
- o B) To optimize machine utilization and meet varied production demands
- o C) To reduce employee work hours
- o D) To avoid changing production materials

Answer: B

Overall Equipment Effectiveness (OEE)

15. What does OEE measure?

- A) The total number of products produced
- o B) The efficiency and effectiveness of a manufacturing process
- o C) The cost of raw materials
- o D) The number of employee shifts

16. Which factor of OEE measures the proportion of scheduled time that equipment is available for production?

- o A) Performance
- o B) Quality
- o C) Availability
- o D) Efficiency

Answer: C

17. OEE is calculated by:

- o A) Adding the three percentages of availability, performance, and quality
- o B) Multiplying the three percentages of availability, performance, and quality
- o C) Averaging the three percentages of availability, performance, and quality
- o D) Subtracting the three percentages of availability, performance, and quality

Answer: B

Cost Breakdown and Profitability Analysis

18. What does COGS stand for?

- o A) Cost of Goods Sold
- B) Cost of Goods Sourced
- o C) Cost of Goods Supplied
- o D) Cost of Goods Stored

Answer: A

19. Which component is NOT part of the production cost breakdown?

- o A) Direct Materials
- o B) Direct Labor
- o C) Production Overhead
- D) Marketing Expenses

Answer: D

Inventory Management

20. What is the purpose of safety stock?

- o A) To increase production speed
- o B) To prevent stockouts due to variability in demand or supply delays
- o C) To reduce inventory carrying costs
- o D) To improve product quality

21. How is the reorder point calculated?

- o A) Based on historical sales data alone
- o B) By adding safety stock to lead time demand
- o C) By subtracting current inventory from total demand
- o D) Based on average daily sales

Answer: B

ABC Classification

22. What is the focus of A category items in ABC classification?

- o A) Items with the lowest monetary value
- o B) Items with moderate monetary value
- o C) High-value items requiring strict control
- o D) Items ordered in bulk

Answer: C

23. Which category in ABC classification requires minimal control?

- o A) A Category
- o B) B Category
- o C) C Category
- o D) D Category

Answer: C

Theory on Safety Stock and Reordering

24. What does safety stock act as?

- o A) A buffer to manage unexpected demand spikes or supply delays
- o B) An additional cost for storage
- o C) An extra discount on bulk orders
- o D) A substitute for regular stock

Answer: A

25. How is the reorder quantity typically calculated?

- A) Based on average monthly sales only
- B) By adding safety stock to lead time demand
- C) By subtracting current stock from peak demand
- o D) Based on historical inventory levels

Excel Tools and Techniques

26. What is the purpose of the OFFSET function in Excel?

- o A) To add new data to a worksheet
- o B) To create dynamic ranges and reference cells based on a starting point
- o C) To format cells
- o D) To calculate sums

Answer: B

27. In the formula =OFFSET(B2, 2, 3), what does '2' represent?

- o A) The number of columns to move from the starting point
- o B) The number of rows to move from the starting point
- o C) The height of the range
- o D) The width of the range

Answer: B

28. How can OFFSET be used to create a dynamic named range?

- o A) By using it to calculate averages
- o B) By combining it with COUNTA to automatically adjust the range of data
- o C) By formatting cells dynamically
- o D) By generating random data

Answer: B

29. What is a common use case for OFFSET in Excel?

- o A) Creating fixed ranges for data analysis
- o B) Dynamic charts and named ranges
- o C) Formatting cell colors
- o D) Generating static reports

Answer: B

30. What is an important consideration when using OFFSET?

- o A) It speeds up worksheet calculations
- o B) It is a volatile function that can impact performance with large datasets
- o C) It automatically fixes all data errors
- o D) It eliminates the need for other functions

Answer: B