1.Which of the following is not a part of Five M’s?

1. Material
2. Machine
3. Motion
4. Method

(Ans:c)

2.The correct sequence of operations in production planning and control is

1. Routing-Scheduling-Dispatching-Follow up
2. Scheduling-Routing- Dispatching-Follow up
3. Dispatching-Routing-Scheduling- Follow up
4. Routing-Scheduling-Follow up-Dispatching

(Ans:a)

3. Which of the following is true for ‘Routing’?

1. It is flow of work in the plant
2. Route sheets include list of machine tools that are to be followed
3. It depends upon material handling facilities
4. All of the above

(Ans:d)

4. Loading may be defined as

1. Sending the raw material to the machine
2. Sending the finished material to the store
3. Assign the work to the facilities
4. Uploading a software in machine control panel

(Ans:c)

5. Dispatching authorizes the start of production operations by

1. Release of material and components from stores to first process
2. Release of material from process to process
3. Issue of drawings instruction sheets

Which of the following is (are) true?

1. Only i
2. Only ii
3. i & ii
4. i , ii & iii

(Ans:d)

6.The bill of material does not consists of

1. Part number
2. Specifications of part
3. Name of the part
4. Price of the part

(Ans:d)

7. Procurement cycle time is time consumed for

1. Receiving of raw material
2. Inspection of various raw materials
3. Inspection of purchased components parts
4. All of the above

(Ans:d)

8. The transit time consist of

1. Time taken by raw material from machine to machine
2. Time consumed in moving the work between various departments
3. Time taken by a worker to machine a component
4. None of the above

(Ans:b)

9. Master schedule is prepared for

1. Single product continuous production
2. Multi product batch production
3. Assembly product continuous production
4. Single product batch production

(Ans:c)

10. Which of the following chart is drawn Machine vs time?

1. Man machine chart
2. The load chart
3. The progress chart
4. Curve chart

(Ans:b)

12 Gantt chart is mostly used for

1. Routing
2. Scheduling
3. Follow up
4. Inspection and quality control

(Ans:b)

13. Key to chart is provided in

1. Man machine chart
2. The load chart
3. The progress chart
4. Gantt chart

(Ans:d)

14. Centralized and decentralized are the types of

1. Routing
2. Dispatching
3. Scheduling
4. Follow up

(Ans:b)

15. Which of the following is true for supply chain management?

1. The physical material moves in the direction of the end of chain
2. Flow of cash backwards through the chain
3. Exchange of information moves in both the direction
4. All of the above

(Ans:d)

16. The sequence of a typical manufacturing supply chain is

1. Storage–Supplier–manufacturing–storage–distributor–retailer–customer
2. Supplier–Storage-manufacturing–storage–distributor–retailer–customer
3. Supplier–Storage-manufacturing– distributor–storage–retailer–customer
4. Supplier–Storage-manufacturing–storage– retailer–distributor–customer

(Ans:b)

17. The purpose of supply chain management is

1. provide customer satisfaction
2. improve quality of a product
3. integrating supply and demand management
4. increase production

(Ans:c)

18.Logistics is the part of a supply chain involved with the forward and reverse flow of

1. goods
2. services
3. cash
4. all of the above

(Ans:d)

19. Due to small change in customer demands, inventory oscillations become progressively larger looking through the supply chain. This is known as

1. Bullwhip effect
2. Netchain analysis
3. Reverse logistics
4. Reverse supply chain

(Ans:a)

20. VMI stands for

1. Vendor material inventory
2. Vendor managed inventory
3. Variable material inventory
4. Valuable material inventory

(Ans:b)

21 The major decision areas in supply chain management are

1. location, production, distribution, inventory
2. planning, production, distribution, inventory
3. location, production, scheduling, inventory
4. location, production, distribution, marketing

(Ans:a)

22. Distribution requirement planning is a system for

1. Inventory management
2. Distribution planning
3. Both ‘a’ and ‘b’
4. None of the above

(Ans:c)

23. Reverse logistics is required because

1. Goods are defective
2. Goods are unsold
3. The customers simply change their minds
4. All of the above

(Ans:d)

24. 3-PL stands for

1. Three points logistics
2. Third party logistics
3. Three points location
4. None of the above

(Ans:b)

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

1. **Order processing, transportation scheduling, and inventory management**
2. cost-effective flowing of raw materials
3. future purchasing of computer systems
4. future merger opportunities

26. Lean production involves

1. Elimination of cost only
2. Improvement of quality only
3. Improvement of speed only
4. **Elimination of all types of waste**

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

Customer

1. dissatisfaction costs
2. **maintenance costs**
3. scrap costs
4. warranty and service costs

28. Inspection, scrap, and repair are examples of

1. internal costs
2. **external costs**
3. costs of dissatisfaction
4. societal costs

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

1. **Determining the exact mix of products and services that the customers will want**
2. Designing the operation's products,services and processes
3. Developing an operations strategy for the operations
4. Planning and controlling the operation

30. Total Quality Management emphasizes

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

31. A successful TQM program incorporates all of the following except

1. continuous improvement
2. employment involvement
3. benchmarking
4. **centralized decision making authority**

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

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

33. "Kaizen" is a Japanese term meaning

1. a foolproof mechanism
2. Just-in-time (JIT)
3. a fishbone diagram
4. **continuous improvement**

34. Costs of dissatisfaction, repair costs, and warranty costs are elements of cost in the

1. Taguchi Loss Function
2. Pareto Chart
3. ISO 9000 Quality Cost Calculator

**Process Chart**

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

1. **the cost of scrap and repair**
2. the cost of customer dissatisfaction
3. inspection, warranty, and service costs
4. sales costs
5. costs to society

36. Which of the following is the least likely decision to be made by Operations Managers?

1. Selecting the location and layout of a facility
2. **Deciding which market areas to manufacture products for**
3. How much capacity is required to balance demand
4. Designing and improving the jobs of the workforce

37. Pareto charts are used to

1. identify inspection points in a process
2. outline production schedules
3. **organize errors, problems or defects**
4. show material flow

38. Among the tools of TQM, the tool ordinarily used to aid in understanding the sequence of events through which a product travels is a

1. Pareto chart
2. **Flow chart**
3. check sheet
4. Taguchi map

39. Which one of the following would not generally be considered an aspect of operations management?

1. Work methods
2. **Secure financial resources**
3. Maintain quality
4. Product or service design

40. Which one of the following is not a typical question dealt with by an operations managers?

1. How much capacity will be needed in the months ahead?
2. What is a satisfactory location for a new facility?
3. How to motivate employees?
4. **All are typical of operations decisions.**