

UNIT(3,4,5,6)

1. The primary aim of Human Resource Management is to:

- A. Increase product price
- B. Manage people at work effectively
- C. Reduce employee salary
- D. Promote only top-level managers

Answer: B

2. Human Resource Management is mainly concerned with:

- A. Machines and materials
- B. Financial investments
- C. People working in the organization
- D. Marketing strategies

Answer: C

3. One of the major objectives of HRM is to ensure:

- A. Employee exploitation
- B. Maximum employee turnover
- C. Right person at the right job
- D. Increase workload

Answer: C

4. Which function of HRM deals with hiring people?

- A. Organizing
- B. Staffing
- C. Controlling
- D. Directing

Answer: B

5. HRM aims to maintain a balance between:

- A. Employer and government needs
- B. Employee and customer needs
- C. Organizational goals and employee goals
- D. Salary and profit

Answer: C

6. Training and development programs focus on:

- A. Increasing employee stress
- B. Improving employee skills
- C. Reducing employee strength
- D. Increasing employee absences

Answer: B

7. The concept of HRM emphasizes:

- A. Treating employees as machines
- B. Development of human capital
- C. Eliminating communication
- D. Hiring only temporary workers

Answer: B

8. Maximizing employee satisfaction is a/an:

- A. Financial objective
- B. Operational objective
- C. Personnel objective
- D. Marketing objective

Answer: C

9. Performance appraisal is carried out to:

- A. Punish employees
- B. Evaluate employee performance
- C. Reduce promotions
- D. Increase conflicts

Answer: B

10. Which of the following is NOT an objective of HRM?

- A. Employee development
- B. Profit maximization through people
- C. Creating fear among employees
- D. Maintaining good working conditions

Answer: C

11. HRM helps to improve:

- A. Employee morale
- B. Pollution level
- C. Machine reliability

D. Building design

Answer: A

12. The concept of HRM mainly evolved to:

- A. Reduce manpower
- B. Improve productivity through people
- C. Increase paperwork
- D. Focus only on administration

Answer: B

13. HRM ensures optimum utilization of:

- A. Natural resources
- B. Financial resources
- C. Human resources
- D. Marketing resources

Answer: C

14. The objective of employee welfare is to:

- A. Improve employee well-being
- B. Reduce employee benefits
- C. Increase employee turnover
- D. Cut wages

Answer: A

15. A key concept of HRM is that employees are:

- A. Liability
- B. Burden
- C. Important assets
- D. Replaceable parts

Answer: C

16. HR planning involves:

- A. Forecasting manpower needs
- B. Increasing product cost
- C. Designing advertisements
- D. Planning customer offers

Answer: A

17. The function of organizing in HRM mainly focuses on:

- A. Creating organizational structure
- B. Buying machinery
- C. Finalizing marketing plans
- D. Increasing profits

Answer: A

18. Staffing includes:

- A. Designing posters
- B. Hiring the right people
- C. Selling products
- D. Handling customers

Answer: B

19. Recruitment refers to:

- A. Selecting suppliers
- B. Attracting potential employees
- C. Evaluating customers
- D. Training managers only

Answer: B

20. The first step in the recruitment process is:

- A. Selection
- B. Job analysis
- C. Induction
- D. Performance appraisal

Answer: B

21. Education and training are required to:

- A. Increase employee workload
- B. Improve employee skills and knowledge
- C. Reduce working hours
- D. Remove employees

Answer: B

22. Which of the following is NOT a method of training?

- A. On-the-job training
- B. Off-the-job training
- C. Coaching

D. Advertising

Answer: D

23. Apprenticeship training is a type of:

- A. Off-the-job training
- B. On-the-job training
- C. Online marketing
- D. Management audit

Answer:

24. Motivation in HRM aims to:

- A. Reduce productivity
- B. Inspire employees to perform better
- C. Reduce employee satisfaction
- D. Increase employee turnover

Answer: B

25. Monetary motivation example is:

- A. Praise
- B. Promotion
- C. Bonus
- D. Participation in meetings

Answer: C

26. Controlling as a function of HRM includes:

- A. Setting standards and measuring performance
- B. Buying equipment
- C. Reducing facilities
- D. Changing product design

Answer: A

27. Compensation refers to:

- A. Awards given to customers
- B. Salary, wages and benefits given to employees
- C. Tax given to government
- D. Penalty paid by workers

Answer: B

28. Which of the following is included in employee compensation?

- A. Furniture
- B. Wages and incentives
- C. Raw materials
- D. Stationery

Answer: B

29. Labour welfare aims to:

- A. Improve employee comfort and well-being
- B. Increase customer satisfaction
- C. Reduce workforce
- D. Decrease safety

Answer: A

30. Canteen, rest rooms, and medical facilities are examples of:

- A. Wastage
- B. Labour welfare measures
- C. Production planning
- D. Marketing tools

Answer: B

31. Industrial relations aim to maintain:

- A. Conflict between workers and management
- B. Good and healthy relations
- C. High employee turnover
- D. Low wages

Answer: B

32. A strike is related to:

- A. Industrial relations
- B. Compensation
- C. Planning
- D. Motivation

Answer: A

33. Collective bargaining is a process between:

- A. Customers and shopkeepers
- B. Management and employees
- C. Suppliers and manufacturers
- D. Teacher and student

Answer: B

34. One important objective of industrial relations is:

- A. Increase disputes
- B. Promote peace and harmony
- C. Reduce salaries
- D. Encourage absenteeism

Answer: B

35. A common non-monetary motivation method is:

- A. Bonus
- B. Praise and recognition
- C. Overtime payment
- D. Commission

Answer:

36. The main need for Safety Engineering is to:

- A. Increase production only
- B. Reduce accidents and ensure safe working conditions
- C. Increase workload
- D. Avoid employee training

Answer: B

37. Safety Engineering focuses on:

- A. Product selling
- B. Human and equipment safety
- C. Increasing taxes
- D. Office decoration

Answer: B

38. A safety organization is formed to:

- A. Promote conflicts
- B. Systematically manage safety activities
- C. Increase accidents

D. Hire more supervisors

Answer: B

39. The purpose of a Safety Committee is to:

- A. Create disputes among workers
- B. Ensure coordination between management and workers on safety issues
- C. Increase working hours
- D. Reduce employee rights

Answer: B

40. Members of the Safety Committee include:

- A. Only workers
- B. Only managers
- C. Both management and workers
- D. Only outsiders

Answer: C

41. A Safety Programme mainly aims to:

- A. Increase accidents
- B. Reduce accidents and promote safe practices
- C. Stop employee training
- D. Reduce productivity

Answer: B

42. Safety instructions provided to workers help in:

- A. Increasing absenteeism
- B. Understanding safe operation of machines
- C. Avoiding training
- D. Increasing costs

Answer: B

43. Safety training is required to:

- A. Teach unsafe behaviors
- B. Develop safety awareness among employees
- C. Reduce employee skills
- D. Increase hazards

Answer: B

44. Which of the following is NOT included in safety instructions?

- A. Use of PPE (Personal Protective Equipment)
- B. Emergency procedures
- C. Unsafe shortcuts
- D. Machine operating rules

Answer: C

45. One of the major causes of industrial accidents is:

- A. Proper training
- B. Unsafe act of workers
- C. Adequate supervision
- D. Safety equipment

Answer: B

46. Mechanical causes of accidents include:

- A. Faulty machines
- B. Stress
- C. Poor lighting
- D. Negligence

Answer: A

47. Human causes of accidents include:

- A. Machine breakdown
- B. Carelessness of workers
- C. Poor ventilation
- D. Noise pollution

Answer: B

48. Poor housekeeping leads to:

- A. More safety
- B. Higher productivity
- C. Slips, trips and falls
- D. Better health

Answer: C

50. The best way to prevent accidents is:

- A. Ignoring hazards
- B. Identifying hazards and removing them
- C. Increasing workload
- D. Reducing safety officers

Answer: B

51. Wearing helmets, gloves, shoes etc. fall under:

- A. Recreation
- B. Personal Protective Equipment (PPE)
- C. Motivation
- D. Compensation

Answer: B

52. Safety audits are conducted to:

- A. Reduce employee benefits
- B. Check and improve safety performance
- C. Increase overtime
- D. Fire workers

Answer: B

53. Accident prevention includes:

- A. Providing good housekeeping
- B. Using correct tools
- C. Giving safety training
- D. All of the above

Answer: D

54. Most accidents can be prevented by:

- A. Safety awareness
- B. Ignoring rules
- C. Lack of training
- D. Carelessness

Answer: A

55. Unsafe working environment is an example of:

- A. Human cause
- B. Physical cause
- C. Psychological cause

D. Ethical issue

Answer: B

56. The first step in accident investigation is:

- A. Assigning blame
- B. Collecting facts and evidence
- C. Punishing workers
- D. Filling forms

Answer: B

57. A key characteristic of an effective supervisor is:

- A. Poor communication
- B. Leadership ability
- C. Lack of discipline
- D. Avoiding responsibility

Answer: B

58. Supervisors must have good:

- A. Drawing skills
- B. Interpersonal skills
- C. Dancing skills
- D. Marketing skills

Answer: B

59. A supervisor should be:

- A. Biased
- B. Fair and objective
- C. Lazy
- D. Over-dominating

Answer: B

60. One important function of a supervisor is:

- A. Increasing product price
- B. Planning and assigning work
- C. Buying raw materials
- D. Designing machinery

Answer: B

61. Supervisors act as a link between:

- A. Customers and suppliers
- B. Management and workers
- C. Workers and machines
- D. Government and factory

Answer: B

62. Supervisors are mainly responsible for:

- A. Long-term policies
- B. Day-to-day operations
- C. Government rules
- D. Advertising

Answer: B

63. Preparing work schedules is a function of:

- A. Supervisor
- B. CEO
- C. Accountant
- D. Customer

Answer: A

64. Ensuring safety at the workplace is:

- A. Not the supervisor's duty
- B. A key supervisory function
- C. Only HR's responsibility
- D. Done by customers

Answer: B

65. Supervisors help reduce:

- A. Discipline
- B. Coordination
- C. Conflicts among workers
- D. Productivity

Answer: C

66. The autocratic style of supervision means:

- A. Workers make all decisions
- B. Joint decision-making
- C. Supervisor makes decisions alone
- D. No decisions are made

Answer: C

67. A benefit of autocratic supervision is:

- A. Slow decision-making
- B. Quick decisions
- C. High employee participation
- D. High motivation

Answer: B

68. A limitation of autocratic supervision is:

- A. High employee morale
- B. Workers become dependent
- C. Increased creativity
- D. Improved relationships

Answer: B

69. Democratic supervision encourages:

- A. Total control by the supervisor
- B. Employee participation in decisions
- C. Lack of communication
- D. Zero teamwork

Answer: B

70. A major advantage of democratic supervision is:

- A. Better teamwork and high morale
- B. Quick decision-making
- C. Less commitment
- D. High conflicts

Answer: A

71. A limitation of democratic supervision is:

- A. Higher time consumption
- B. No worker participation
- C. Poor relationships

D. No creativity

Answer: A

72. Laissez-faire supervision means:

- A. Complete freedom to workers
- B. Strict control
- C. Supervisor makes all decisions
- D. No communication allowed

Answer: A

73. A benefit of laissez-faire supervision is:

- A. Creative and innovative output
- B. More restrictions
- C. Lower independence
- D. Limited responsibility

Answer: A

74. A limitation of laissez-faire supervision is:

- A. Highly structured environment
- B. Lack of direction and control
- C. High supervisor involvement
- D. Quick decisions

Answer: B

75. Supervisors motivate workers by:

- A. Punishing often
- B. Recognizing and praising good work
- C. Avoiding communication
- D. Reducing wages

Answer: B

76. The success of a supervisor depends largely on:

- A. His/her communication and leadership skills
- B. Size of the company
- C. Amount of machinery
- D. Weather conditions

Answer: A

77. The main need for Industrial Acts is to:

- A. Increase product prices
- B. Protect the rights and safety of workers
- C. Promote only employers
- D. Reduce worker facilities

Answer: B

78. Industrial laws mainly aim to:

- A. Reduce wages
- B. Maintain industrial peace and safety
- C. Encourage disputes
- D. Increase accidents

Answer: B

79. Factory Act 1948 is mainly concerned with:

- A. Employee training
- B. Health, safety, and welfare of workers
- C. Marketing policies
- D. Product quality

Answer: B

80. According to Factory Act, a factory must employ:

- A. 5 or more workers
- B. 10 or more workers with power
- C. 50 workers always
- D. 100 workers

Answer: B

81. Maximum working hours per week as per Factory Act:

- A. 35 hours
- B. 40 hours
- C. 48 hours
- D. 55 hours

Answer: C

82. Minimum working hours per day as per Factory Act:

- A. 6 hours
- B. 8 hours
- C. 12 hours
- D. 10 hours

Answer: B

83. Which of the following is a welfare provision under Factory Act?

- A. Canteen
- B. Library
- C. Transport allowance
- D. Mobile allowance

Answer: A

84. For 30 or more women workers, the factory must provide:

- A. Lockers
- B. First-aid box
- C. Crèche facility
- D. Bonus

Answer: C

85. First-aid boxes in a factory must be maintained by:

- A. Finance officer
- B. Personnel manager
- C. Trained first-aid personnel
- D. Any worker

Answer: C

86. The Factory Act emphasizes:

- A. Only wages
- B. Only production
- C. Health, safety and welfare
- D. Only promotions

Answer: C

ESI Act (Employees' State Insurance Act)

87. ESI Act was passed in:

- A. 1940
- B. 1948

C. 1952

D. 1962

Answer: C

88. ESI Act provides benefits related to:

A. Marketing

B. Health and social security

C. Machinery

D. Transportation

Answer: B

89. ESI benefits include:

A. Medical benefits

B. Sickness benefits

C. Maternity benefits

D. All of these

Answer: D

90. ESI applies to factories with:

A. 5 or more workers

B. 10 or more workers

C. 50 workers

D. 100 workers

Answer: B

91. The main objective of ESI Act is to provide:

A. Free housing

B. Social security to employees

C. Loans

D. Free transport

Answer: B

Workmen's Compensation Act

92. Workmen's Compensation Act is mainly for workers who suffer:

A. Festival expenses

B. Accidental injury during employment

C. Promotion issues

D. Transfer problems

Answer: B

93. Workmen's Compensation Act was introduced in:

- A. 1923
- B. 1935
- C. 1948
- D. 1955

Answer: A

94. Compensation is payable when injury occurs:

- A. Outside duty
- B. During lunch at home
- C. In the course of employment
- D. After retirement

Answer: C

95. Which of the following is NOT covered under Workmen's Compensation Act?

- A. Injury caused during work
- B. Occupational diseases
- C. Injury due to worker's own drunkenness
- D. Death during work

Answer: C

96. The purpose of Workmen's Compensation Act is to:

- A. Punish employees
- B. Provide financial compensation to injured workers
- C. Reduce safety standards
- D. Increase workload

Answer: B

97. A market is best defined as:

- A. A place where only goods are stored
- B. A place or system where buyers and sellers interact
- C. A place for only wholesalers
- D. A storage warehouse

Answer: B

98. The primary function of a marketing department is to:

- A. Buy raw materials
- B. Understand customer needs and satisfy them
- C. Supervise workers
- D. Prepare salaries

Answer: B

99. Marketing is mainly concerned with:

- A. Production
- B. Selling only
- C. Identifying and meeting customer needs
- D. Machine maintenance

Answer: C

100. Which of the following is NOT a function of the marketing department?

- A. Market research
- B. Product promotion
- C. Demand forecasting
- D. Machine installation

Answer: D

101. Promotion mix includes:

- A. Advertising and sales promotion
- B. Product design
- C. Salary calculation
- D. Material planning

Answer: A

102. The 4Ps of marketing include Product, Price, Place, and:

- A. Planning
- B. Promotion
- C. Packaging
- D. People

Answer: B

103. A marketing strategy is:

- A. Random sales plan
- B. Long-term plan to achieve marketing goals
- C. Only advertisement

D. Technical decision

Answer: B

104. Market segmentation divides customers based on:

- A. Age, income, location etc.
- B. Number of machines
- C. Employee salary
- D. Factory size

Answer: A

105. A marketing environment refers to:

- A. Only company policies
- B. Internal and external factors affecting marketing
- C. Factory pollution
- D. Office interior

Answer: B

106. The internal marketing environment includes:

- A. Customers
- B. Competitors
- C. Employees & management
- D. Government rules

Answer: C

107. External marketing environment includes:

- A. Machines
- B. Raw materials
- C. Economic, social, and technological factors
- D. Office staff

Answer: C

108. Consumer behavior mainly studies:

- A. Why consumers delete messages
- B. How consumers buy and use products
- C. How machines work
- D. How companies produce

Answer: B

109. Understanding consumer behavior helps marketers to:

- A. Reduce product quality
- B. Increase prices unnecessarily
- C. Create products that meet customer needs
- D. Close factories

Answer: C

110. Which of the following influences consumer behavior?

- A. Culture
- B. Social class
- C. Personal preferences
- D. All of the above

Answer: D

111. A buying decision process starts with:

- A. Purchase
- B. Evaluation of alternatives
- C. Need recognition
- D. Payment

Answer: C

112. Market research helps to identify:

- A. Competitor's machinery
- B. Customer needs and market trends
- C. Factory buildings
- D. Employee bonuses

Answer: B

113. The main objective of pricing strategy is to:

- A. Confuse customers
- B. Set a price that maximizes profit and attracts customers
- C. Reduce all costs
- D. Increase production only

Answer: B

114. A product strategy includes:

- A. Designing and developing the product
- B. Cutting salary
- C. Buying raw materials
- D. Cleaning factory

Answer: A

115. Distribution (Place) strategy decides:

- A. How products reach customers
- B. How to hire workers
- C. How to plan salary
- D. How to clean machines

Answer: A

116. Impulse buying means a customer buys:

- A. After long research
- B. After government orders
- C. Suddenly without planning
- D. Because competitors asked

Answer: C

117. Market research mainly deals with:

- A. Machine maintenance
- B. Collecting and analyzing market information
- C. Employee training
- D. Factory layout

Answer: B

118. Market survey is conducted to:

- A. Increase product weight
- B. Understand customer preferences
- C. Reduce wages
- D. Hire employees

Answer: B

119. Market survey provides:

- A. Financial accounts
- B. Customer data and buying habits
- C. Payroll reports

D. Machinery cost

Answer: B

MARKETING MIX

120. Marketing mix is also known as:

- A. 4T's
- B. 4P's
- C. 4M's
- D. 4S's

Answer: B

121. The 4Ps include Product, Price, Promotion and:

- A. People
- B. Process
- C. Place
- D. Packaging

Answer: C

SALES FORECASTING

122. Sales forecasting means:

- A. Predicting future sales
- B. Buying raw material
- C. Reducing price
- D. Hiring labour

Answer: A

123. A method used for sales forecasting is:

- A. Delphi method
- B. Distillation
- C. Hybrid method
- D. Job evaluation

Answer: A

SALES PROMOTION & ADVERTISING

124. Sales promotion techniques include:

- A. Discounts
- B. Free samples

- C. Coupons
- D. All of the above

Answer: D

125. Advertising is mainly used to:

- A. Reduce profits
- B. Communicate product information
- C. Hire employees
- D. Test machines

Answer: B

126. Media selection refers to selecting:

- A. Employees
- B. Channels of advertising
- C. Machines
- D. Factory layout

Answer: B

INVENTORY & INVENTORY CONTROL

127. Inventory means:

- A. Financial accounts
- B. Stock of materials, goods, and supplies
- C. Employee data
- D. Bank balance

Answer: B

128. Inventory control aims to:

- A. Increase wastage
- B. Maintain optimum inventory level
- C. Stop production
- D. Reduce quality

Answer: B

TYPES OF INVENTORY

129. Raw material is used for:

- A. Packaging
- B. Production of finished goods

- C. Selling
- D. Transport

Answer: B

130. Finished goods inventory includes:

- A. Work-in-progress
- B. Completed products ready for sale
- C. Spare parts
- D. Scrap

Answer: B

COSTING: DIRECT & INDIRECT COSTS

131. Direct cost includes:

- A. Administrative salary
- B. Raw material and direct labour
- C. Office rent
- D. Interest

Answer: B

132. Indirect cost includes:

- A. Direct labour
- B. Direct material
- C. Factory overheads
- D. Prime cost

Answer: C

MATERIAL & LABOUR COST

133. Material cost includes:

- A. Raw material, transportation, storage
- B. Salaries
- C. Advertisements
- D. Insurance

Answer: A

134. Labour cost includes:

- A. Worker wages
- B. Raw material

- C. Depreciation
- D. Bank charges

Answer: A

FACTORY EXPENSES & OVERHEADS

135. Factory overheads include:

- A. Depreciation on machines
- B. Electricity
- C. Indirect labour
- D. All of the above

Answer: D

DETERMINATION OF SELLING PRICE

136. Selling price =

- A. Cost price – profit
- B. Cost price + profit
- C. Profit – cost
- D. Cost × 2

Answer: B

P&L ACCOUNT & BALANCE SHEET

137. Profit and Loss statement shows:

- A. Only assets
- B. Only liabilities
- C. Income and expenses
- D. Stock

Answer: C

138. Balance sheet shows:

- A. Financial position on a particular date
- B. Daily sales
- C. Wages
- D. Advertising cost

Answer: A

DEPRECIATION & OBSOLESCENCE

139. Depreciation refers to:

- A. Increase in product price
- B. Reduction in value of an asset
- C. Increase in asset life
- D. Increase in labour

Answer: B

140. Obsolescence means:

- A. Physical damage
- B. Becoming outdated
- C. Increase in cost
- D. Increase in tax

Answer: B

METHODS OF DEPRECIATION

141. Straight line method gives:

- A. Unequal depreciation every year
- B. Equal depreciation every year
- C. No depreciation
- D. Double depreciation

Answer: B

142. Reducing balance method gives:

- A. Higher depreciation in early years
- B. Same depreciation every year
- C. No depreciation
- D. Increasing depreciation

Answer: A

143. Sinking fund method involves:

- A. No investment
- B. Setting aside money annually to replace asset
- C. Random investment
- D. Salary deduction

Answer: B

144. Sum-of-the-digits method gives:

- A. Constant depreciation
- B. Depreciation decreasing each year

- C. Depreciation increasing each year
- D. None

Answer: B

145. Annuity method considers:

- A. Only interest
- B. Cost + interest element
- C. Scrap value only
- D. No financial factor

Answer: B

ABC & VED ANALYSIS

146. ABC analysis classifies material based on:

- A. Weight
- B. Usage value
- C. Size
- D. Colour

Answer: B

147. In ABC analysis, “A” items are:

- A. Low value
- B. High value
- C. No value
- D. Irrelevant

Answer: B

148. VED stands for:

- A. Value, Efficiency, Demand
- B. Vital, Essential, Desirable
- C. Variable, Economic, Durable
- D. Volume, Entry, Demand

Answer: B

149. “Vital” items in VED analysis are:

- A. Not important
- B. Very important for production
- C. Used rarely
- D. Waste items

Answer: B

Quality Concept & Definition

150. Quality means

- a) Fitness for use
- b) Meeting specifications
- c) Zero defects
- d) All of the above

Answer: d)

151. Quality is defined as the degree to which a product meets:

- a) Customer needs
- b) Government laws
- c) Internal rules only
- d) Advertising claims

Answer: a)

Quality Control (QC), Quality Assurance (QA), & Conformance

152. Quality Control focuses on:

- a) Preventing defects
- b) Inspecting defects
- c) Auditing
- d) Customer service

Answer: b)

153. Quality Assurance is:

- a) Process-oriented
- b) Product-oriented
- c) Focuses on inspection
- d) A type of packaging

Answer: a)

154. Conformance quality means:

- a) Product looks attractive
- b) Product meets standards/specifications
- c) Product is cheapest
- d) Product is environmentally safe

Answer: b)

Total Quality Management (TQM)

155. **Main purpose of TQM is:**

- a) Increase marketing cost
- b) Improve quality in all processes
- c) Only inspection improvement
- d) Reduce number of workers

Answer: b)

156. TQM emphasizes:

- a) Customer satisfaction
- b) Continuous improvement
- c) Employee involvement
- d) All of the above

Answer: d)

157. The first step in TQM process is:

- a) Customer focus
- b) Hiring workers
- c) Advertising
- d) Cost cutting

Answer: a)

Lean Manufacturing, JIT, 5S, Quality Circle

Lean Manufacturing

158. Lean manufacturing mainly aims to eliminate:

- a) Customers
- b) Waste
- c) Profits
- d) Machinery

Answer: b)

159. Which is NOT a type of waste in lean?

- a) Inventory
- b) Motion
- c) Transportation
- d) Customer feedback

Answer: d)

Just-In-Time (JIT)

160. JIT aims at producing products:

- a) Before demand

- b) After demand
- c) Only when needed
- d) Once in a month

Answer: c)

161. JIT helps in reducing:

- a) Inventory
- b) Customer
- c) Wastage
- d) Both a & c

Answer: d)

5S Technique

162. The first S in 5S stands for:

- a) Sort
- b) Sustain
- c) Standardize
- d) Sweep

Answer: a)

163. The purpose of 5S is to:

- a) Improve workplace efficiency
- b) Reduce salary
- c) Increase taxes
- d) Hire more staff

Answer: a)

Quality Circle

164. A Quality Circle consists of:

- a) Top management only
- b) Middle managers only
- c) A small group of employees
- d) External consultants

Answer: c)

165. Quality Circles mainly focus on:

- a) Office decoration
- b) Problem solving
- c) Salary increase

d) Auditing

Answer: b)

ISO Standards (ISO 9000, ISO 14000, ISO 9001:2015, ISO 14001:2015)

ISO 9000 Series

166. ISO 9000 series deals with:

- a) Environmental management
- b) Quality management
- c) Financial audit
- d) Safety

Answer: b)

167. ISO 9001:2015 follows the structure called:

- a) Annex SL
- b) Annex Q
- c) Annex A
- d) Annex U

Answer: a)

ISO 14000 Series

168. ISO 14001:2015 is related to:

- a) Quality management
- b) Environmental management
- c) Inventory control
- d) Purchases

Answer: b)

169. ISO 14001 promotes:

- a) Pollution prevention
- b) High salaries
- c) High inventory
- d) Customer complaints

Answer: a)

ISO 9000 vs TQM

170. ISO 9000 is mainly:

- a) Formal certification
- b) Management philosophy
- c) Cost control method

d) Safety standard

Answer: a)

171. TQM is mainly:

a) Documentation-based

b) Culture-based

c) Only inspection

d) Certification

Answer: b)

Six Sigma, Kaizen

172. Six Sigma focuses on reducing:

a) Salaries

b) Variations & defects

c) Workers

d) Environment effects

Answer: b)

173. The Six Sigma methodology is known as:

a) DMADV

b) DMAIC

c) PERT

d) CPM

Answer: b)

174. Kaizen means:

a) Large change

b) Continuous small improvements

c) Cost increase

d) Machinery replacement

Answer: b)

175. Kaizen is a part of:

a) Lean manufacturing

b) Marketing

c) Accounting

d) ISO 14001

Answer: a)

Concept & Definition of Project Management

176. Project Management is the process of:

- a) Managing day-to-day operations
- b) Planning, executing & controlling project activities
- c) Only monitoring work
- d) Only budgeting

Answer: b)

177. A project is defined as:

- a) Routine work
- b) Temporary activity with a unique goal
- c) Permanent process
- d) Regular manufacturing

Answer: b)

178. The primary goal of project management is to achieve:

- a) Maximum inventory
- b) Customer expectation within constraints
- c) More employees
- d) Longer timelines

Answer: b)

Project Objectives & Scope

179. Project objectives must be:

- a) Vague
- b) Changing frequently
- c) Clear, measurable & time-bound
- d) Unwritten

Answer: c)

180. Project scope defines:

- a) What work is included
- b) What work is excluded
- c) Deliverables
- d) All of the above

Answer: d)

181. Clear objectives help in:

- a) Aligning team & stakeholders
- b) Increasing confusion
- c) Delaying project
- d) Wasting resources

Answer: a)

Scope Management & Scope Creep

182. Scope creep means:

- a) Project completed early
- b) Uncontrolled expansion of scope
- c) Reduction in cost
- d) Project cancellation

Answer: b)

183. Main cause of scope creep is:

- a) Proper documentation
- b) Unclear requirements
- c) Strong change control
- d) Good communication

Answer: b)

184. Scope creep can be prevented by:

- a) Ignoring changes
- b) Establishing change control process
- c) Hiring more people
- d) Increasing budget

Answer: b)

185. Ensuring project delivers as per scope requires:

- a) Continuous monitoring
- b) Verifying deliverables
- c) Managing changes
- d) All of the above

Answer: d)

Project Planning

186. Project planning includes:

- a) Scheduling
- b) Budgeting
- c) Risk planning
- d) All of the above

Answer: d)

187. The first step in planning is:

- a) Hiring staff
- b) Defining objectives and scope

- c) Buying tools
- d) Advertising

Answer: b)

Scheduling Tools – Gantt Chart, CPM, PERT

188. A Gantt chart is used for:

- a) Cost estimation
- b) Visual schedule representation
- c) Inventory planning
- d) Testing products

Answer: b)

189. Gantt charts show:

- a) Timeline of tasks
- b) Budget report
- c) Employee attendance
- d) Quality metrics

Answer: a)

190. CPM stands for:

- a) Critical Path Method
- b) Cost Planning Method
- c) Control Process Model
- d) Critical Plan Management

Answer: a)

191. CPM is mainly used to find:

- a) Maximum cost
- b) Shortest project duration
- c) Best product price
- d) Safety risks

Answer: b)

192. PERT is suitable when:

- a) Activities have uncertain time
- b) Activities are repetitive
- c) Production is constant
- d) There is no risk

Answer: a)

193. PERT uses:

- a) Single time estimate

- b) Three time estimates (optimistic, pessimistic, most likely)
- c) Only cost estimation
- d) Only quality tools

Answer: b)

194. CPM uses _____ time estimates.

- a) Three
- b) One
- c) Four
- d) Zero

Answer: b)

Resource Allocation & Tracking Timelines

195. Resource allocation ensures:

- a) Overuse of manpower
- b) Efficient use of resources
- c) Unlimited budget
- d) Increase in errors

Answer: b)

196. Resource leveling is used to:

- a) Schedule employees on weekends
- b) Reduce resource overload
- c) Increase project cost
- d) Delay project

Answer: b)

197. Tracking project timelines helps in:

- a) Identifying delays early
- b) Increasing confusion
- c) Reducing communication
- d) Avoiding documentation

Answer: a)

198. Which tool helps track delays visually?

- a) Gantt chart
- b) SWOT analysis
- c) Fishbone diagram
- d) Kanban

Answer: a)

Integration of Scope & Scheduling

199. To ensure project delivery as per defined scope, the manager must:

- a) Monitor schedule only
- b) Manage scope + schedule + resources
- c) Ignore risks
- d) Delay change control

Answer: b)

200. The combination of CPM, PERT & Gantt charts helps in:

- a) Financial planning
- b) Project scheduling and control
- c) Employee hiring
- d) Material procurement only

Answer: b)
