

G L Bajaj Institute of Management and Research
PGDM Batch
Academic Session 2021-22
Mid Term Quiz
Batch: 2021-23

Subject Name: **Productions & Operations Management**

Subject Code: **PG25**

Name of Student:

Maximum Marks: 20

Marks Obtained:

Note:

1. Writing anything except Roll Number on Quiz paper will be deemed as an act of indulging in unfair
2. There is no negative marking for wrong answer.
3. Tick mark the correct answer.

Q1 Which of the following is not an area of responsibility for Operations manager? **C01**

- A inventory
- B purchasing
- C warehousing
- D marketing

Answer Key :d

Q2 The transportation of finished goods, raw materials, or supplies is **C01**

- A Logistics
- B Production
- C Marketing
- D Procurement

Answer Key :a

Q3 Which of the following are not the Objectives of Operations Management? **C01**

- A Delivering Value
- B Customer Satisfaction
- C Timeliness
- D Employee Punishment

Answer Key :d

Q4 EOQ Model is used for **C01**

- A Logistics
- B Inventory
- C Transportation
- D Marketing

Answer Key :b

Q5 Dynamism in Operations Management means **C01**

- A Adaptable
- B LEAN
- C Process Oriented
- D None of the above

Answer Key :a

Q6	Concurrent Engineering	C01
A	Strategic	
B	Operational	
C	Both	
D	None of the Above	
Answer Key :c		
Q7	Level of Output volume for which total costs equal total revenues	C02
A	Sales	
B	Profit	
C	Break Even Point	
D	none of the above	
Answer Key :c		
Q8	Which of the following statements is true of LEAN?	C01
A	Lean principles focus on advanced statistical methods	
B	Lean principles are separate body of knowledge	
C	Lean principles have been developed over a lengthy period of time.	
D	Lean principles include reducing waste.	
Answer Key :d		
Q9is measure of the quantity of output per unit of input.	C01
A	Safety Levels	
B	Sociability	
C	Productivity	
D	Marketability	
Answer Key :c		
Q10	Inspection, scrap, and repair are examples of	C01
A	internal costs	
B	external costs	
C	costs of dissatisfaction	
D	societal costs	
Answer Key :a		
Q11	Reverse logistics is required because	C01
A	goods are defective	
B	goods are unsold	
C	the customer simply change their minds	
D	all of the above	
Answer Key :d		
Q12	Operations management is applicable	C01
A	mostly to the service sector	
B	mostly to the manufacturing sector	
C	to manufacturing and service sectors	
D	to services exclusively	
Answer Key :c		
Q13	As per PLC, Men's Grooming Products are in	C02
A	Introduction Stage	
B	Growth Stage	
C	Maturity Stage	
D	Decline Stage	
Answer Key :c		

Q14	Loss Leadership is a strategy to	C01
A	Increase Market Share	
B	come out of Decline Stage	
C	Kill Competition	
D	Optimize the resources	
Answer Key :c		
Q15	Forecasting is critical at	C03
A	Introduction Stage	
B	Growth Stage	
C	Maturity Stage	
D	Decline Stage	
Answer Key :b		
Q16	Esteem Value is associated with	C01
A	Purpose that Product fulfils	
B	Pride Possession of the Product	
C	when Product is not in use	
D	Customer is prepared to pay for the Product	
Answer Key :b		
Q17	Mass Customization of Technical Products is meant for	C01
A	Innovators	
B	Early Adopters	
C	Laggards	
D	Late Majority	
Answer Key :d		
Q18	Pharmaceutical Companies are allowed to break down the existing drugs to know its composition. This is	C03
A	Target Costing	
B	Concurrent Engineering	
C	Reverse Engineering	
D	None of the above	
Answer Key :c		
Q19	For the implementation of "Economies of Scale", we go for	C02
A	Mass Production	
B	Mass Customization	
C	Continuous Improvement	
D	Make or Buy	
Answer Key :a		
Q20	Airlines and Resorts are the example of	C02
A	Professional Services	
B	Mass Services	
C	Service Factory	
D	Service Shop	
Answer Key :c		
Q21	Submarines are manufactured using	C02
A	Product Layout	
B	Process Layout	
C	Fixed Position Layout	

D	all of the above	
Answer Key : C		
Q22	Value engineering approach is applied for:	C01
A	Process development	
B	Process improvement	
C	Product development	
D	None of the above	
Answer Key : B		
Q23	The variation in service design to suit the specific needs of individual customers or customer groups is referred to as	C01
A	Modularity	
B	Customization	
C	Product flexibility	
D	Operationalization	
Answer Key : B		
Q24	Car manufacturing is example:	C02
A	Process layout	
B	Product layout	
C	Group technology layout	
D	Fixed position layout	
Answer Key : B		
Q25	Which of the following is true of service shops?	C02
A	Service shops have higher volume than mass services, but lower than professional services.	
B	Service shops occupy a similar position to projects in terms of volume and variety.	
C	Service shops include banks, high street shops, and car rental companies.	
D	Service shops have high variety and very low volume.	
Answer Key : C		
Q26	Operations can be classified according to their volume and variety of production as well as the degree of variation and visibility. Which of the following operations would be classified as high volume, low variety?	C02
A	A family doctor	
B	A fast food restaurant	
C	A carpenter	
D	A front office bank	
Answer Key : B		
Q27	Which of the following activities is NOT a direct responsibility of operations management?	C01
A	Designing the operation's products, services and processes.	
B	Determining the exact mix of products and services that customers will want.	
C	Planning and controlling the operation.	
D	Developing an operations strategy for the operation.	
Answer Key :B		
Q28	Low-variety operations do not include:	C02
A	Mass production of birthday cakes	

- B University lectures
- C Processing of credit card transactions
- D A tax consultancy advice service

Answer Key : D

Q29 Which of the following functions is NOT a core function of an organisation? **C01**

- A The marketing (including sales) function
- B The operations function
- C The accounting and finance function
- D The product/service development function

Answer Key : C

Q30 Which performance objectives do IKEA focus most on? **C02**

- A Speed
- B Flexibility
- C Quality
- D Cost

Answer Key : D

Q31 Service processes that are devoted to producing knowledge-based or advice-based services are called: **C01**

- A Professional services
- B Customer-centric services
- C Customized services
- D Value services

Answer Key : A

Q32 During the decline stage of the product–service life cycle, the number of competitors will: **C01**

- A Be few
- B Decline
- C Be stable
- D Increase

Answer Key : B

Q33 Which of the following performance objectives are key to Indigo Airline's strategy? **C02**

- A Quality and speed
- B Flexibility and cost
- C Cost and dependability
- D Speed and dependability

Answer Key : C

Q34 Volume flexibility refers to: **C01**

- A The operations ability to change its level of output or activity to produce different quantities or volumes of product and service over time.
- B The operations ability to produce a wide range of products and services.
- C The operations ability to change timing of the delivery of its services.
- D The operations ability to introduce new or modified products.

Answer Key : A

Q35 Reverse engineering would be used in which part of the design process? **C01**

- A Evaluation and improvement
- B Prototyping and final design
- C Concept generation

- D Preliminary design
Answer Key : C
- Q36 In relation to process types, which of the following statements is true? **C01**
A Jobbing has higher variety than batch and higher volume than project.
B Continuous has the lowest volume and variety.
C Project is higher variety and volume than batch.
D Mass is higher variety than continuous and batch
Answer Key : A
- Q37 The time taken for the whole design activity from concept through to market introduction is called: **C01**
A Produce products and services.
B Time to market
C Product cycle time
D None of the above
Answer Key : C
- Q38 The main role of the operations function within the organisation is to: **C01**
A Do what the market requires.
B Make things cheaply.
C Produce products and services.
D Implement, support and drive strategy.
Answer Key : D
- Q39 Which of the following objectives are most critical for roadside assistance services? **C02**
A Cost and quality
B Speed and flexibility
C Speed and dependability
D Dependability and cost
Answer Key : C
- Q40 You are the operations manager of a company which couriers letters and packages throughout the country, specialising in guaranteed overnight delivery. You charge high prices, but if you fail to meet your guaranteed delivery time you pay compensation to customers. Which of the following generic performance objectives apply to you? **C02**
A Quality of service, because that's what the customer is paying high prices for.
B Speed, because getting parcels to anywhere in the country by the next morning requires you to be fast.
C Dependability, because you are guaranteeing reliable delivery by the next morning.
D All of the above.
Answer Key : D