

Note: All questions are compulsory.

Figures to the right indicate maximum marks.

Q.1 A) Choose the correct alternative from the options given below. ANY TEN 10 marks

- 1) There are ___ steps in PPC (4,5,8)
- 2) _____ is concerned with giving orders and instructions.(Dispatching, production, routing)
- 3) Section _____ offers tax rebate to investors. (80,88C,100)
- 4) _____ is the father of Quality Circles. (Ishikawa, Juran, Masaki)
- 5) _____ popularised TQM (Deming, Ishikawa, Juran)
- 6) _____ is located at Switzerland. (PPC, ISO, TQM)
- 7) _____ is a credit rating agency.(SEBI, CRISIL, EOQ)
- 8) The term internal customers means _____ of the organisation. (Employees, creditors, debtors)
- 9) _____ market deals with long term securities. (Capital, commodity, money)
- 10) _____ adopts a Defect free approach.(TQM, inventory control, material management)
- 11) _____ is the gap between receiving order and delivery of order(Lead time, reorder level, EOQ)
- 12) _____ is an investment vehicle for Mutual fund investors. (SIP, Loan, MIP)

B) State whether the following statements are TRUE or FALSE. ANY TEN 10 marks

- 1) SEBI has banned insider trading.
- 2) At EOQ ordering cost increases with carrying cost.
- 3) Demat means electronic securities.
- 4) Stock brokers have to register with SEBI compulsorily.
- 5) SHG get only marketing assistance from banks.
- 6) Mutual funds invest only in debt markets.
- 7) QC was popularised in Japan.
- 8) Money market is organised as well as unorganised
- 9) Quality Circle is a involuntary group of workers.
- 10) Ishikawa gave the concept of Kaizen.
- 11) Scheduling is deciding the path of production.
- 12) Kaizen means change for good

Q.2. Answer ANY TWO from the following: 15

- 1) What are the factors affecting productivity?
- 2) Explain any 4 techniques of Inventory Control?
- 3) What is the importance of PPC?

Q.3. Answer ANY TWO from the following: 15

- 1) What are features of TQM?

2) Write a note on Quality Circle.

3) What is the importance of service quality management?

Q.4. Answer ANY TWO from the following: 15

1) What are the functions Stock exchanges?

2) Write a note on DEMAT.

3) What are the ^{ADVANTAGES} ~~problems~~ of credit rating agencies?

Q.5 Answer ANY TWO from the following: 15

1) What are limitations of Mutual Funds ?

2) What are the advantages of SIP ?

3) Explain the role and importance of Micro Finance.

Q.6. Answer ANY four short notes:

20 marks

1) EOQ

2) ICRA

3) SEBI

4) Service Quality management

5) Types of Mutual Funds

6) productivity

******All the best ******