

S.Y.B.M.S Sem IV Reg. Exam April-2023

SEM - IV

S.Y.B.M.S.

Subject :- Production and Total Quality Management.

Maximum Marks : 75

Duration : 2 Hrs. & 30 Minutes

Note :- 17/4/23

1. All questions are compulsory, subject to internal choice.
2. Figures to the right indicate full marks.



Q.1 A. Fill in the blanks (Any 8) (8 marks)

1. _____ is the process of transforming raw material into finished goods for sale.
(Production, Packaging, Marketing)
2. _____ means dependability on a product.
(Aesthetics, Reliability, Maintainability)
3. _____ pertains to planning of the space available for production activities.
(Plant location, Plant management, Plant layout)
4. _____ materials are delivered in bags for ease of handling and controlled use.
(Bagged, loose, packaged)
5. _____ conveyors are flexible.
(screw, belt, roller)
6. _____ analysis is based on seasonality of items.
(HML, XYZ, SOS)
7. In capital productivity, the factor that is not considered due to inflation is _____.
(Working capital, Machine, Material)

8. Ergonomics is often called _____
(CPM, Human factor engineering, Quality circles)
9. Service Flow Model is also known as _____
(Sumanth Model, Taylor Davis Model, Craig and Harris Model)
10. ISO stands for _____ organization for standardization.
(International, India, Institutional)

B. State whether the following statements are True or False :- (any 7)

1. Purchasing is the first phase of Material Management. (7 marks)
2. Intermittent production system is flexible.
3. Simplification is opposite of diversification.
4. Line Layout is also known as product layout.
5. Cost, Time and Quality are the main variables that drive the customer needs.
6. Product design does not include design of services.
7. Painting a wall with a specific texture is an example of mass production.
8. Materials can be stacked in any manner.
9. The average materials expenditure ranges from 1% to 10% only.
10. TQM requires management to reject change.

Q2. A. Explain seven objectives of production management. (8 marks)

B. Explain factors that influence the choice of plant location. (7 marks)

OR

C. Explain steps in New Product development. (8 marks)

D. Explain any six functions of production management. (7 marks)

Q.3 A. Explain seven objectives of materials management. (8 marks)

B. Assume you have a product with the following parameters :-

Annual Demand = 360 units

Holding Cost per year = Rs. 1.00 per unit

Order Cost = Rs. 100 per order

What is the EOQ for this product? (7 marks)



OR

C. Explain ABC Analysis & three advantages of ABC method of inventory control. (8 marks)

D. Explain EOQ & three advantages of EOQ. (7 marks)

Q.4 A. Explain importance of Productivity. (8 marks)

B. What is TQM ? Explain any four advantages of TQM. (7 marks)

OR

C. Explain any six techniques of improving productivity. (8 marks)

D. What is the need and importance of Quality Management (7 marks)

Q.5 A. What are the goals of six sigma. (8 marks)

B. What are the benefits of ISO 9000 ? (7 marks)

OR

C. Write short notes on any three. (15 marks)

I. Quality circle

II. ISO 9000

III. Four factors for plant location

IV. Lead time

V. Lean Thinking