

Duration: 2.30 hrs.

Maximum Marks: 75 marks

N.B.: 1) All questions are compulsory.

2) Figures to the right indicate full marks.

Q 1) A) State True or False (Any 8)

(8)

- 1) Production management is to produce goods and services of right quality and quantity at the right time.
- 2) A Batch is a temporary endeavor undertaken to create a unique product, service or result.
- 3) Plant location refers to the choice of region and the selection of a particular site for setting up a business or factory.
- 4) Ergonomics principle is used in designing workstation.
- 5) Product layout organizes resources and equipment by function rather than by service or product.
- 6) Partial productivity is measured as a ratio of output and a single input.
- 7) Benchmarking is the process of identifying the best practices and approaches by the comparing productivity.
- 8) Fishbone Analysis analyzes service failures and customer complaints.
- 9) Mura is the waste of overburden.
- 10) Productivity and efficiency are same.

Q1) B) Match the following (Any 7)

(7)

1) Kaizen	Mistake proofing
2) Crosby	Process quality + organization quality
3) Ishikawa diagram	PDCA
4) Quality circle	International Standard Organization
5) ISO	Voluntary group of people
6) Six Sigma	Cause & Effect Diagram
7) Deming Cycle	Do it Right First Time
8) Assembly Line	Continuous improvement
9) Quality Assurance	Ford Motors
10) Poka Yoke	Motorola

Q2) A) Differentiate between Intermittent and continuous production systems.

(8)

B) What are the principles of a good plant layout?

(7)

OR

A) Differentiate between Job and Mass Production system.

(8)

B) Discuss the advantages and disadvantages of process layout.

(7)

Q3) A) What are the different ways to improve productivity? (8)

B) Explain Product quality dimensions. (7)

OR

A) Define Productivity. Discuss partial and total productivity. (8)

B) Define quality. What are the factors affecting quality? (7)

Q4) A) Explain in detail concept and importance of TQM. (8)

B) Explain Deming's approach to quality. (7)

OR

A) Discuss in brief J Juran's Quality trilogy. (8)

B) Explain cost of quality. (7)

Q5) A) Discuss the Delphi and Nominal Group techniques. (8)

B) What is DMAIC? Explain in detail. (7)

OR

Write short notes on any three: (5 marks each) (15)

- 1) Lean Thinking**
- 2) Poka Yoke**
- 3) Combination layout**
- 4) Kaizen**
- 5) Project production**
