Answer: b) Availability of skilled labor

Section B: Short Answer Questions (10 marks each)

6. Explain the concept of 'Total Quality Management' (TQM) and discuss its importance in operations management.

Answer:

Total Quality Management (TQM) is a management philosophy and approach that focuses on continuous improvement, customer satisfaction, and employee involvement. It emphasizes the importance of achieving quality in all aspects of an organization's operations. TQM involves the following key principles:

- Customer Focus: TQM starts with understanding and meeting customer needs and expectations.
- Continuous Improvement: Organizations should constantly strive to improve processes, products, and services.
- Employee Involvement: Employees at all levels should be actively involved in quality improvement efforts.
- Process Orientation: Quality improvement should be process-oriented, focusing on identifying and eliminating defects.
- Data-Driven Decision-Making: Data and statistical tools are used to make informed decisions.

TQM is important in operations management as it helps organizations enhance product and service quality, reduce waste, lower costs, increase customer satisfaction, and maintain a competitive edge in the market.

for a BBA program. Please adapt the questions and answers to align with your specific course content and learning objectives.

PAPER # 2

Multiple Choice Questions:

1. Which of the following is not a type of process layout?

a) Product layout

b) Functional layout

c) Cellular layout

d) Fixed position layout

Answer: a) Product layout

2. Which of the following is a measure of the average number of units in a system?

a) Throughput rate

b) Cycle time

c) Work-in-process

d) Utilization

Answer: c) Work-in-process

3. Which of the following is a tool for identifying and eliminating waste in a process?

a) Value stream mapping

b) Pareto chart

c) Fishbone diagram

d) Gantt chart

Answer: a) Value stream mapping

4. Which of the following is a quality management philosophy that focuses on customer satisfaction, continuous improvement and employee involvement?

a) Six Sigma

b) Total Quality Management

c) ISO 9000

d) Kaizen

Answer: b) Total Quality Management

5. Which of the following is a method for determining the optimal order quantity that minimizes the total inventory cost?

a) Economic order quantity

b) Reorder point

c) Safety stock

d) ABC analysis

Answer: a) Economic order quantity

6. Which of the following is a type of inventory system that triggers replenishment orders only when inventory levels reach a predetermined point?

a) Periodic review system

b) Continuous review system

c) Just-in-time system

d) Vendor-managed inventory system

Answer: b) Continuous review system

(a) Batch production (b) Assembly line production (c) Project production (d) Continuous production

Answer: (c)
3. Which of the following is NOT a benefit of using a just-in-time (JIT) inventory system?

(a) Reduced inventory costs (b) Improved quality control (c) Reduced lead times (d) Increased flexibility

Answer: (d)
4. Which of the following is NOT a tool used in forecasting?

(a) Moving average (b) Exponential smoothing (c) Linear regression (d) Gantt chart

Answer: (d)
5. Which of the following is NOT a type of quality control chart?

(a) p-chart (c) c-chart (d) x-bar chart (e) R-chart

Answer: (e)
Part B: Short Answer Questions
1. Define operations management.

Operations management is the process of planning, organizing, and controlling the activities involved in the production and delivery of goods and services. It is concerned with the efficient and effective use of resources to achieve operational goals.

2. What are the three main types of production processes?

The three main types of production processes are:

- Batch production: In batch production, similar products are produced in groups or batches. This process is often used for low-volume, high-variety products.
- Assembly line production: In assembly line production, products are assembled on a conveyor belt, with each worker performing a specific task. This process is often used for high-volume, low-variety products.