SVKM's NMIMS

NMIMS – GLOBAL ACCESS SCHOOL FOR CONTINUING EDUCATION

Programme: PGDSCM

Examination: June 2017
Subject: World Class Operations

Date: 16.06.2017

Semester: IV
Course : New
Marks : 70
Time: 3.00 p.m. to 6.00 p.m.

Instructions:

1. **Answer to each new question to be started on a fresh page.**
2. **Figures in bracket indicate full marks.**

Q.1) Attempt any 2 out of 4 **(Marks: 2X5=10)**

a) Explain the Examination Viewpoint included in Deming Application Prize.

b) What are the seven categories of Muda (waste) identified by Taiichi Ohno?

c) Define Benchmarking.

d) What is Effective Production Management?

Q.2) Write short notes on (2 out of 5) **(Marks: 2X5=10)**

a) Dr Deming's contribution in improving quality

b) Malcolm Baldrige National Quality Award

c) Business Excellence

d) Lean Manufacturing

e) Flexible Manufacturing System (FMS)

Q.3) Attempt any 3 out of 5 **(Marks: 3X10=30)**

a) Compare Lean Manufacturing and Mass Manufacturing for Strategy, Organizational structure and operational capacity

b) Explain the limitations of Process Layout

c) Explain Kaizen and the three basic principles it is based on

d) Explain TPM and its objectives

e) Explain the key roles identified by Six Sigma for successful implementation

Q.4) Attempt both the questions **(Marks: 2X10=20)**

a) The organization you have joined is venturing globally and wants to view itself as a global company. Discuss the process of Globalization it has to go through.

b) Since your organization is going global, you are given operational excellence initiative. Suggest an optimal model of operational excellence with 5 foundational elements.

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