

SVKM's NMIMS
School of Distance Learning

Programme: PGDSCM/ADSCM

Academic Year: 2011-2012

Subject: World Class Operations

Date: 2.1.2012

Semester IV

Marks: 70

Time: 3.00 p.m to 6.00 p.m

Course old

Q. 1. Answer any 2 from the following: (Discuss)

10 marks

- a. Lean manufacturing
- b. Muri
- c. Zero defects
- d. Taguchi methods

Q. 2. Answer any 2 from the following:

10marks

- a. Explain the scope of automation and mechanization?
- b. Explain Quality circle.
- c. What do you know about quality function deployment?
- d. Explain automated storage and retrieval system.
- e. Bring out the merits and demerits of automation.

Q. 3. Answer any 3 from the following:

30marks

- a. What are the components of JIT? Discuss them briefly.
- b. What are the concepts behind outsourcing?
- c. What are tactical purchasing vs strategic purchasing?
- d. Explain briefly green marketing.
- e. How decision support system is helpful in world class operation?

Q. 4. Answer in detail:

30marks

- a. How does internal setup differ from external setup in SMED?
- b. How internal setup tasks are converted into external setup tasks. Explain briefly.