

SVKM's NMIMS
School of Distance Learning

Programme PGDSCM

Academic Year: 2011-2012

Subject: World Class Operations

Date: 3.1.2012

Semester

Course

Marks:

Time:

IV

New

70

3.00 p.m to 6.00 p.m

1. Answer any 2 from the following:

10 marks

- a. • What do you mean by operation management?
- b. • Explain performance benchmarking.
- c. • What do you mean by the term value engineering?
- d. • Explain Seiton.

2. Answer any 2 from the following:

10 marks

- a. • Explain Baldrige criteria for performance excellence.
- b. • What are the steps for benchmarking.
- c. • Write short notes on: Kaizen
- d. • Describe Six Sigma methodology in detail.
- e. • Explain Brecker process improvement.

3. Answer any 3 from the following:

30 marks

- a. • What are the various features of globalization?
- b. • What are the different levels of benchmarking?
- c. • Explain lean manufacturing.
- d. • Explain how key performance indicators reflect the organization goals.
- e. • Explain DMAIC & DMADV briefly.

4. Answer in detail:

20 marks

- a. • What do you mean by effective production management? Explain with example.
- b. • Why we need quality management? Explain

X

1/1