

SVKM's NMIMS
NMIMS Global Access – School for Continuing Education

Programme: PGDSCM

June 2013 Examination
Subject: World Class Operations

Semester: IV
Course New
Marks 70

Date: 22.06.2013

Time: 3.00 p.m. to 6.00 p.m.

Instructions:

Candidates should read carefully the instructions printed on the question paper and on the cover of the answer book, which is provided for their use.

NB

- Answer each new question on a fresh page.
- All questions to be answered.
- Figure in brackets indicates full marks.

Q1. Answer any 2 from the following: (Discuss) (10 marks)

- a Operational excellence in manufacturing
- b Performance excellence in supply chain management
- c Business Excellence and bench marking
- d Value added manufacturing

Q2. Answer any 2 from the following: (short notes) (10 marks)

- a Phases of value engineering plan
- b Bench marking advantages
- c Lean manufacturing
- d Total productive maintenance

Q3. Answer any 3 from the following: (30 marks)

- a How total productive maintenance is differ from total quality management. Explain with a suitable example.
- b Explain rapid prototyping. Explain the methodology of rapid prototyping.
- c What is/are the quality management tools used in six sigma?
- d Explain how key performance indicators reflect the organization goals? Explain in detail.
- e Explain :

- i Break down maintenance
- ii Preventive Maintenance
- iii Predictive Maintenance
- iv Proactive maintenance

Q4. Explain the following questions in detail:

(20 marks)

- a Explain the difference between lean manufacturing and mass manufacturing.
- b Describe Statistical quality control. How it is useful in world class operation.

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