

SVKM'S

Narsee Monjee Institute of Management Studies (NMIMS)

School Of Distance Learning

Programme: PGDSCM

Academic Year: 2012-2013

Semester: IV

Subject: World class operations

Course: New

Date: 9.1.2013

Time: 3:00 p.m to 6:00 p.m

Marks: 70

Note:

1. All questions are compulsory.
2. All sub questions carry equal marks.
3. Answer to each new question must be started on a fresh page.
4. Figure in brackets indicate full marks.

Q1. Answer any 2 from the following: (short notes) (10)

- a. Globalization
- b. Rapid prototyping
- c. DMAIC
- d. Brecker process improvement

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

- a. Business excellence
- b. Kaizen
- c. Define performance indicators
- d. Write short notes on : 5S of world class performance
- e. Seiso and seiketsu

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

- a. Explain Baldrige criteria for performance excellence.
- b. Describe value engineering and its plan.
- c. Describe statistical quality control.
- d. Explain preventive maintenance, predictive maintenance and break down maintenance.
- e. What are the elements of ISO standards?

Q4. Answer in detail: (20)

- a. Explain value added manufacturing and value engineering and its plan.
- b. Describe six sigma methodologies in detail.

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1/1