

Programme: PGDSCM

Academic Year: 2012 - 2013

Semester: IV

Subject: World class operations

Course: New

Date: 14.07.2012 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. Continuous improvement
- b. What are the quality management methods used in six sigma.
- c. Total productive maintenance
- d. DMADV

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

- a. Elements of ISO standard
- b. Explain Seiri and Seiton
- c. Poka yoke
- d. Flexible manufacturing
- e. Value analysis team

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

- a. Describe six sigma methodologies in detail.
- b. Explain statistical process control with example.
- c. Explain bench marking. What are the different types of bench marking?
- d. Explain root cause failure analysis and failure modes and effects analysis?
- e. Explain Deming PDCA cycle.

Q4. Answer in detail: (20)

- a. What are the key issues facing the pharmaceutical industries in India? Explain.
- b. Explain the use of bar coding in logistics with suitable example

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