

SVKM's NMIMS
NMIMS – GLOBAL ACCESS SCHOOL FOR CONTINUING EDUCATION

Programme: PGDSCM

Examination: December 2014
Subject: World Class Operations

Date: 03.01.2015

Semester: IV
Course : New
Marks : 70
Time: 3.00 p.m. to 6.00 p.m.

Instructions: Candidate should read carefully the instructions printed on the question paper and on the cover of the answer book, which has been provided for their use

- Note:**
1. Answer to each question to be started on a fresh page
 2. Figures, in brackets, given on the right of the questions indicate full marks
 3. All the 4 (four) **main** questions are **compulsory**
 4. In case, in any question, a student apparently finds an error, he/she may answer the particular making the suitable correction, which should be clearly mentioned. But the answer will be evaluated purely on merits.

Q1) Attempt any 2 (two) questions out of 4 (four) (Marks: 2x5=10)

- a) Explain the criteria for the DEMING PRIZE
- b) Elaborate on the need for Business Excellence today
- c) Explain the benefits of process flexibility
- d) Explain the advantages of Globalization

Q2) Write short notes on any 2 (two) out of the 5(five) (Marks:2x5 =10)

- a) Group Technology
- b) Task Ahead for the Indian Pharmaceutical Industry
- c) Benchmarking Process
- d) The 1970s and the 1980s – Japanese Challenge
- e) Meaning of the term Six Sigma Process

Q3) Attempt any 3 (three) questions out of 5 (five) questions (Marks: 3x10=30)

- a) Explain what 5 S is
- b) Explain the Baldrige criteria for Performance Excellence
- c) Explain Rapid Prototyping
- d) Explain the Process Layout in NOKIA
- e) Explain Value-Added Manufacturing

Q4) Attempt both the questions (Marks: 2x10 = 20)

- a) Explain the two quality improvement tools: Control Charts and the PDCA Cycle
- b) Elements the various elements of ISO Standards