

SVKM's NMIMS
School of Distance Learning

Programme: PGDSCM

Academic Year: 2010-2011

Subject: World Class Operations

Date: 2.7.2011

Semester IV

Course New

Marks: 70

Time: 3.00 pm to 6.00 pm

1. Answer any 2 from the following:

10 marks

Write short notes on:

- a. • Business excellence
- b. • Process benchmarking
- c. • Value engineering
- d. • Seiri

2. Answer any 2 from the following:

10 marks

- a. • Write short notes on: Deming Prize.
- b. • Motorola's five step process.
- c. • Write short notes on 5S of world class performance.
- d. • What are the advantages of FMS?
- e. • Explain TQM framework to quality improvement.

3. Answer any 3 from the following:

30 marks

- a. • What are the advantage and disadvantages of globalization?
- b. • Explain the concept of benchmarking and what its advantages are.
- c. • Explain performance indicators.
- d. • Describe the role of IT in World class manufacturing.
- e. • List various key players of Indian pharmaceutical industry?

4. Answer in detail:

20 marks

- a. • Explain the use of bar-coding in logistics with suitable example.
- b. • Describe various characteristics of Indian pharmaceutical industry?

(1)