

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

Programme: PGDSCM

Examination: December 2015  
Subject: World Class Operations

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

Date: 18.12.2015

**Instructions:**

1. Answer to each new question to be started on a fresh page.
2. Figures in bracket indicate full marks.

**Q. 1) Attempt any 2 out of 4.**

**(Marks: 2X5=10)**

- a) Deming Award
- b) Business Excellence
- c) Kaizen
- d) Corrective Maintenance

**Q. 2) Write short notes on (any 2 out of 5)**

**(Marks: 2X5=10)**

- a) Baldrige Criteria for performance excellence.
- b) Benefits of competitive benchmarking.
- c) Five approaches of value added manufacturing.
- d) JIT.
- e) Prediction Maintenance

**Q. 3) Attempt (any 3 out of 5)**

**(Marks: 3X10=30)**

- a) Explain benchmarking.
- b) Describe value engineering plan phases.
- c) Explain Statistical quality control.
- d) Highlight the objective of Total Productive Maintenance.
- e) What are the 5s of World class performance?

**Q:4) Attempt both the question**

**(Marks: 2X10=20)**

- a) Explain the advantages and disadvantages of globalization.
- b) Describe the factors for success of benchmarking.