

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

Programme: PGDSCM

Examination: June 2016
Subject: World Class Operations

Date: 17.06.2016

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

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) Explain the concept of "Poka-Yoke"
- b) Describe the meaning of 5-S.
- c) Discuss the DMAIC methodology of Six Sigma
- d) What is a Philosophy of TQM ?

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

(Marks: 2X5=10)

- a) Write a Note on Value Engineering.
- b) What is Effective Production Management?
- c) Explain the stages for Process Improvement.
- d) Write a note on "Rapid Prototyping".
- e) What is a Kaizen Philosophy?

Q.3) Attempt any 3 out of 5

(Marks: 3X10=30)

- a) Explain the Baldrige Criteria for Performance Excellence.
- b) Discuss on Globalization and its features in Business.
- c) Describe the Model for Operations Excellence.
- d) Discuss on different levels of Benchmarking.
- e) Explain the Concept of Reliability.

Q.4) Attempt both the questions

(Marks: 2X10=20)

- a) Describe Deming's 14 Principles for Quality.
- b) Discuss on Lean Manufacturing Approach in Business.
