

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

Programme: PGDSCM

Examination: December 2016
Subject: World Class Operations

Date: 16.12.2016

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 three key shifts in emphasis that Operations Management underwent.
- b) What are the four categories of Deming Application Prize?
- c) Explain the advantages and disadvantages of Process Layout.
- d) Explain the reasons of Rapid Prototyping.

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

(Marks: 2X5=10)

- a) Evolutionary approach to Globalization.
- b) Super ordinate principles which form the bedrock of the Kaizen philosophy.
- c) Two types of application in visual management system (give examples)
- d) Benefits of 5S
- e) Key Performance Indicator (KPI)

Q.3) Attempt any 3 out of 5

(Marks: 3X10=30)

- a) What are the principles of TQM?
- b) TPM has 8 pillars of activity, explain them.
- c) Summarize the four different approaches to maintenance commonly practiced in industry, stating its significance and the strategy.
- d) Compare Mass Production and World Class Manufacturing.
- e) What are three levels of manufacturing flexibility?

Q.4) Attempt both the questions

(Marks: 2X10=20)

- a) Explain the two key Six Sigma methodologies.
- b) Explain the six-step systems framework to analyzing a process and implementing the process improvement program often used.
