

R4MP324

SyBam S. - IV  
PT Q M  
Marks: 75  
12/3/24

Duration: 2<sup>1</sup>/<sub>2</sub>Hrs.

- Note: 1. All questions are compulsory subject to the internal choice.  
2. Figures to the right indicate full marks.

- Q1 A. State whether the following statements are True or False. 8**
1. ABC analysis is also known as Always Better Control technique
  2. Product layout is also called as line layout
  3. Purchasing is the most important function of the materials management.
  4. QS 9000 also includes ISO 9000 requirements
  5. Test marketing is the final stage of product development
  6. XYZ classification is based on the value of inventory stored
  7. Storing inventory may be less expensive for small business owners.
  8. Productivity is the ratio of output and input.
  9. Cost of good quality is the prevention cost
  10. Continuity of production needs efficient purchasing.

- Q1 B. Match the column (Any seven) 7**

Group A	Group B
1. Productivity	a. Appraisal cost
2. Quality Circle	b. Quality is free
3. Work study	c. Benchmark
4. COGQ	d. Failure cost
5. ISO 14000	e. The ratio of output to input
6. TQM	f. To change for better
7. Philip B Crosby	g. Problem-solving techniques
8. Kaizen	h. Time and motion study
9. Cause effect diagram	i. Environment management system
10. COPQ	j. Identify the root causes

- Q2 a. Write the principles of good product layout. 8  
 b. Write the characteristics of an efficient plant layout. 7  
 OR  
 c. Explain any 8 characteristics of good product design. 8  
 d. Explain the advantages of product layout. 7
- Q3 a. Write the objectives of material management. 8  
 b. Discuss the basic assumptions of EOQ. 7  
 OR  
 c. Explain any 8 principles of material handling. 8  
 d. ABC Ltd consumes 4000 units of a particular item every year. The cost per order is Rs. 240. The price of the unit is Rs. 10 per unit. The inventory carrying cost of the company is 30%. Calculate EOQ. 7
- Q4. a. Explain the process of KAIZEN. 8  
 b. Write the characteristics of quality circle. 7  
 OR  
 c. Write a note on Edward Deming's contribution to TQM 8  
 d. Explain the cause-and-effect diagram 7
- Q5. a. Write a note on Lean thinking 8  
 b. Explain the features of Six Sigma 7  
 OR  
 Q5. c. Write short notes on: (Any three) 15  
 i Gaps in SERVQUAL Model  
 ii Kepner and Tregoe's methodology  
 iii ISO 9000  
 iv QS 9000  
 v ISO 14000

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