

## 204 – Operations & Supply Chain Management

**1. What is the significance of Operations and Supply Chain Management (SCM) in an organization?**

- a. Cost Minimization
- b. Efficient Resource Utilization
- c. Enhancing Customer Satisfaction
- d. All of the above

**Answer: d. All of the above**

**2. How has the evolution from manufacturing to operations management impacted organizations?**

- a. Increased Complexity
- b. Streamlined Processes
- c. Reduced Competition
- d. Limited Innovation

**Answer: a. Increased Complexity**

**3. What does the Quality concept in Operations and SCM focus on?**

- a. Manufacturer's view only
- b. Customer's view only
- c. Both Customer's and Manufacturer's views
- d. Neither Customer's nor Manufacturer's views

**Answer: c. Both Customer's and Manufacturer's views**

**4. What is the impact of Global Competition on Operations and SCM?**

- a. Increased Isolation
- b. Limited Opportunities
- c. Enhanced Collaboration

d. Reduced Technological Change

**Answer: c. Enhanced Collaboration**

**5. What does TQM stand for?**

a. Total Quality Management

b. Time Quality Management

c. Technical Quality Management

d. Tactical Quality Management

**Answer: a. Total Quality Management**

**6. What are the characteristics that define a process in operations?**

a. Volume, Variety, and Velocity

b. Volume, Variety, and Flow

c. Velocity, Flow, and Flexibility

d. Flexibility, Volume, and Variety

**Answer: b. Volume, Variety, and Flow**

**7. Which type of process system is characterized by the continuous production of identical or highly similar items?**

a. Batch Production

b. Continuous Flow System

c. Job Production

d. Assembly Line

**Answer: b. Continuous Flow System**

**8. In the Process Product Matrix, what type of process is associated with high volume and low variety?**

a. Job Production

b. Batch Production

c. Assembly Line

d. Continuous Flow

**Answer: d. Continuous Flow**

**9. What is the primary focus of Service Blueprinting in Service System Design?**

- a. Identifying Customer Needs
- b. Documenting Service Processes
- c. Enhancing Employee Satisfaction
- d. Forecasting Service Demand

**Answer: b. Documenting Service Processes**

**10. What is the distinguishing feature of Process Layout in manufacturing?**

- a. High Volume
- b. Low Volume
- c. High Variety
- d. Low Variety

**Answer: c. High Variety**

**11. What is the primary role of Production Planning and Control (PPC) in operations?**

- a. Maximizing Profit
- b. Minimizing Costs
- c. Ensuring Smooth Operations
- d. Reducing Customer Demand

**Answer: c. Ensuring Smooth Operations**

**12. What is the first step in Demand Forecasting?**

- a. Capacity Planning

- b. Forecasting Time Horizon
- c. Sources of Data for Forecasting
- d. Accuracy of Forecast

**Answer: c. Sources of Data for Forecasting**

**13. What is the purpose of Aggregate Production Planning?**

- a. Detailed Scheduling
- b. Long-term Production Plans
- c. Short-term Production Plans
- d. Daily Production Schedules

**Answer: b. Long-term Production Plans**

**14. What does MRP stand for in the context of Capacity Planning?**

- a. Material Requirements Planning
- b. Manufacturing Resource Planning
- c. Master Requirements Planning
- d. Management Resource Planning

**Answer: a. Material Requirements Planning**

**15. What is the primary function of Gantt Charts in Production Control?**

- a. Resource Allocation
- b. Time Scheduling
- c. Demand Forecasting
- d. Quality Control

**Answer: b. Time Scheduling**

**16. What is the main purpose of holding inventory in a continuous demand system?**

- a. To increase ordering costs
- b. To decrease carrying costs

- c. To meet fluctuations in demand
- d. To minimize shortage costs

**Answer: c. To meet fluctuations in demand**

**17. What type of inventory is held to meet future demand during peak seasons?**

- a. Safety Inventory
- b. Seasonal Inventory
- c. Cycle Inventory
- d. Pipeline Inventory

**Answer: b. Seasonal Inventory**

**18. What does EOQ stand for in the context of Inventory Control?**

- a. Economic Order Quantity
- b. Efficient Ordering Quality
- c. Effective Ordering Quantity
- d. Essential Order Quantity

**Answer: a. Economic Order Quantity**

**19. What is the main purpose of ABC Analysis in Inventory Control?**

- a. Identifying important customers
- b. Categorizing items based on importance
- c. Determining order quantities
- d. Allocating resources efficiently

**Answer: b. Categorizing items based on importance**

**20. What is the primary focus of Fixed Order Quantity Model in inventory management?**

- a. Ordering at fixed intervals
- b. Ordering variable quantities

- c. Calculating reorder points
- d. Maintaining constant inventory levels

**Answer: a. Ordering at fixed intervals**

**21. What does SCM stand for in the context of operations?**

- a. Service Control Management
- b. System Control Management
- c. Supply Chain Management
- d. Strategic Capacity Management

**Answer: c. Supply Chain Management**

**22. Which of the following is an enabler of SCM related to information?**

- a. Inventory
- b. Transportation
- c. Facilities
- d. Information

**Answer: d. Information**

**23. What is the key issue related to Cash-to-Cash Conversion in SCM?**

- a. Collaboration
- b. Responsiveness
- c. Enterprise Extension
- d. Time Efficiency

**Answer: a. Collaboration**

**24. What does the Customer Service element in SCM focus on?**

- a. Product Variety
- b. Product Availability
- c. Cost Efficiency

d. Production Speed

**Answer: b. Product Availability**

**25. Which factor is NOT considered as an enabler in the SCM framework?**

a. Facilities

b. Inventory

c. Pricing

d. Transportation

**Answer: c. Pricing**

**26. Who is the author of the book "Operations Management Theory & Practice" published by Pearson?**

a. B.Mahadevan

b. Byron J. Finch

c. R B Khanna

d. Sunil Chopra, Peter Meindl, D. V. Kalra

**Answer: a. B.Mahadevan**

**27. Which book focuses on "Supply Chain Profitability & Performance"?**

a. Operations Management Theory & Practice

b. Operations Now - Supply Chain Profitability & Performance

c. Production and Operations Management

d. Supply Chain Management - Strategy, Planning & Operation

**Answer: b. Operations Now - Supply Chain Profitability & Performance**

**28. Who is the author of the book "Production and Operations Management" published by PHI, New Delhi?**

a. B.Mahadevan

b. Byron J. Finch

c. R B Khanna

d. S N Chary

**Answer: c. R B Khanna**

**29. Which book is authored by Sunil Chopra, Peter Meindl, D. V. Kalra?**

- a. Operations Management Theory & Practice
- b. Operations Now - Supply Chain Profitability & Performance
- c. Supply Chain Management - Strategy, Planning & Operation
- d. Production & Operations Management

**Answer: c. Supply Chain Management - Strategy, Planning & Operation**

**30. Who is the author of the book "Supply Chain Management - Strategy, Planning & Operation"?**

- a. B.Mahadevan
- b. Byron J. Finch
- c. Sunil Chopra, Peter Meindl, D. V. Kalra
- d. S N Chary

**Answer: c. Sunil Chopra, Peter Meindl, D. V. Kalra**

**31. Who are the authors of the book "Supply Chain Logistics Management" published by Tata McGraw Hill?**

- a. Donald Bowersox, David Closs, M Bixby Cooper
- b. William J. Stevenson
- c. Lee Krajewski, Larry Ritzman, Manoj Malhotra
- d. J.R. Tony Arnold, Stephen Chapman, Ramakrishnan

**Answer: a. Donald Bowersox, David Closs, M Bixby Cooper**

**32. Which book is authored by William J. Stevenson?**

- a. Operations Management Theory & Practice
- b. Operations Now - Supply Chain Profitability & Performance
- c. Operations Management



d. Introduction to Materials Management

**Answer: c. Operations Management**

**33. Who are the authors of the book "Operations Management" published by Pearson Education?**

a. Donald Bowersox, David Closs, M Bixby Cooper

b. William J. Stevenson

c. Lee Krajewski, Larry Ritzman, Manoj Malhotra

d. J.R. Tony Arnold, Stephen Chapman, Ramakrishnan

**Answer: c. Lee Krajewski, Larry Ritzman, Manoj Malhotra**