

Roll No.-----

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(To be filled in the  
OMR Sheet)

प्रश्नपुस्तिका क्रमांक  
Question Booklet No.

O.M.R. Serial No.

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प्रश्नपुस्तिका सीरीज  
Question Booklet Series

**B**

**B.Com. (Honors) (Third Semester)**  
**Examination, February/March-2022**  
**BCHO-303**  
**Operations Management**  
(for Regular, B.P. & Ex Students)

**Time : 1:30 Hours**

**Maximum Marks-100**

जब तक कहा न जाय, इस प्रश्नपुस्तिका को न खोलें

- निर्देश : —
1. परीक्षार्थी अपने अनुक्रमांक, विषय एवं प्रश्नपुस्तिका की सीरीज का विवरण यथास्थान सही— सही भरे, अन्यथा मूल्यांकन में किसी भी प्रकार की विसंगति की दशा में उसकी जिम्मेदारी स्वयं परीक्षार्थी की होगी।
  2. इस प्रश्नपुस्तिका में 100 प्रश्न हैं, जिनमें से केवल 75 प्रश्नों के उत्तर परीक्षार्थियों द्वारा दिये जाने हैं। प्रत्येक प्रश्न के चार वैकल्पिक उत्तर प्रश्न के नीचे दिये गये हैं। इन चारों में से केवल एक ही उत्तर सही है। जिस उत्तर को आप सही या सबसे उचित समझते हैं, अपने उत्तर पत्रक (O.M.R. ANSWER SHEET) में उसके अक्षर वाले वृत्त को काले या नीले बाल प्वाइंट पेन से पूरा भर दें। यदि किसी परीक्षार्थी द्वारा निर्धारित प्रश्नों से अधिक प्रश्नों के उत्तर दिये जाते हैं तो उसके द्वारा हल किये गये प्रथमतः यथा निर्दिष्ट प्रश्नोत्तरों का ही मूल्यांकन किया जायेगा।
  3. प्रत्येक प्रश्न के अंक समान हैं। आप के जितने उत्तर सही होंगे, उन्हीं के अनुसार अंक प्रदान किये जायेंगे।
  4. सभी उत्तर केवल ओ०एम०आर० उत्तर पत्रक (O.M.R. ANSWER SHEET) पर ही दिये जाने हैं। उत्तर पत्रक में निर्धारित स्थान के अलावा अन्यत्र कहीं पर दिया गया उत्तर मान्य नहीं होगा।
  5. ओ०एम०आर० उत्तर पत्रक (O.M.R. ANSWER SHEET) पर कुछ भी लिखने से पूर्व उसमें दिये गये सभी अनुदेशों को सावधानीपूर्वक पढ़ लिया जाय।
  6. परीक्षा समाप्ति के उपरान्त परीक्षार्थी कक्ष निरीक्षक को अपनी प्रश्नपुस्तिका बुकलेट एवं ओ०एम०आर० शीट पृथक—पृथक उपलब्ध कराने के बाद ही परीक्षा कक्ष से प्रस्थान करें।
  7. निगेटिव मार्किंग नहीं है।

महत्वपूर्ण : — प्रश्नपुस्तिका खोलने पर प्रथमतः जाँच कर देख लें कि प्रश्नपुस्तिका के सभी पृष्ठ भलीभाँति छपे हुए हैं। यदि प्रश्नपुस्तिका में कोई कमी हो, तो कक्ष निरीक्षक को दिखाकर उसी सीरीज की दूसरी प्रश्नपुस्तिका प्राप्त कर लें।

## **Rough Work / रफ कार्य**

1. The father of scientific management is
  - (A) Frank Gilbreth
  - (B) Frederick W. Taylor
  - (C) W. Edwards Deming
  - (D) Walter Shewhart
2. Walter Shewhart is listed among the most important people of POM because of his contributions to
  - (A) Assembly line production
  - (B) Measuring productivity in the service sector
  - (C) Statistical quality control
  - (D) Just-in-time inventory methods
3. Henry Ford is noted for his contributions to :
  - (A) Quality control
  - (B) Assembly line operations
  - (C) Scientific management
  - (D) Standardization of parts
4. Which of the following is not an objective of operation management?
  - (A) To improve product quality
  - (B) To reduce cost of production
  - (C) Material cost control
  - (D) Trading on equity
5. Hawthorne studies were related with\_\_\_\_\_.
  - (A) Scientific management
  - (B) Human relations movement
  - (C) Marketing management
  - (D) None of these

6. Moving of materials from the store room to the machine and from one machine to the next machine during the process of manufacture is called\_\_\_\_\_.
- (A) Ved analysis
  - (B) ABC analysis
  - (C) Material handling
  - (D) None of these
7. \_\_\_\_\_is the term used to describe the set of statistical tools used by quality professionals for the purpose of quality control.
- (A) Accounting standards
  - (B) Statistical quality control
  - (C) Populations study
  - (D) None of these
8. \_\_\_\_\_is the art of applying tests, preferably by the aid of measuring appliances to observe whether a given item orproduct is within the specified limits of variability or not.
- (A) Inspection
  - (B) Planning
  - (C) Leading
  - (D) None of these
9. \_\_\_\_\_is the process of selection of path, which each part of the product will follow.
- (A) Routing
  - (B) Scheduling
  - (C) Follow-up
  - (D) Dispatching

10. Work study consists of :
- (A) Effective use of plant and equipment
  - (B) Effective use of human effort
  - (C) Evaluation of human work
  - (D) All of the above
11. Work study examines :
- (A) Method
  - (B) duration of work
  - (C) Both 'A' and 'B'
  - (D) None of the above
12. Work study is also recognised as :
- (A) Time study
  - (B) Motion study
  - (C) Both (A) and (B)
  - (D) None of the above
13. The correct order of procedure in method study is :
- (A) Select – Record – Examine – Develop – Define – Install - Maintain
  - (B) Select – Define – Examine - Develop – Record – Install – Maintain
  - (C) Select – Record – Develop – Examine – Define - Install – Maintain
  - (D) Select – Record – Examine – Define - Develop -Install – Maintain
14. The following factor(s) must be considered while selecting the work for method study :
- (A) Economic considerations
  - (B) Technical consideration
  - (C) Human reactions
  - (D) All of the above

15. In process charts, the symbol used for storage is :
- (A) Circle
  - (B) Square
  - (C) Arrow
  - (D) Triangle
16. In process charts, the symbol used for inspection is :
- (A) Circle
  - (B) Square
  - (C) Arrow
  - (D) Triangle
17. Delay occurs when :
- (A) Someone stops the process
  - (B) Product wait for next event (operation)
  - (C) Both (A) and (B)
  - (D) None of the above
18. A milk powder tin is being weighed as it is filled is an example of :
- (A) Operation cum transportation
  - (B) Operation cum inspection
  - (C) Transportation cum inspection
  - (D) None of the above
19. In outline process chart, the horizontal lines represents :
- (A) General flow of process
  - (B) Materials being introduced
  - (C) Both (A) and (B)
  - (D) None of the above

20. Which of the statement is true for method study?
- (A) It is a study to carry out a specified job at a defined level of performance.
  - (B) It is a systematic recording and critical examination of existing and proposed way of doing work
  - (C) It is a means of developing and applying easier method and reducing costs.
  - (D) Both (A) and (B)
21. The outline (operation) process chart, the following symbols are used :
- (A) Operation and inspection
  - (B) Operation and transportation
  - (C) Inspection and transportation
  - (D) Operation and storage
22. Which among the following is a type of inventory system that is used to manage independent demand items?
- (A) Order point system
  - (B) Material Requirements Planning
  - (C) Time Phased Order Point
  - (D) Enterprise Resource Planning
23. An effective inventory management minimizes the investment in inventory by effectively meeting the \_\_\_\_\_.
- (A) Functional requirement
  - (B) Customer requirement
  - (C) Process reliability
  - (D) Sales forecasting of a firm

24. To achieve \_\_\_\_\_ in purchasing and transportation, goods may be purchased in larger quantities than the actual demand.
- (A) Continuation
  - (B) Quality
  - (C) Cost efficiency
  - (D) Potential value
25. Which among the following is the objective of the Enterprise Resource Planning system?
- (A) Manage purchase order
  - (B) Control the flow of dependent demand inventories
  - (C) Organise external management information
  - (D) Balance supply and demand
26. Which among the following models is used to calculate the timing of the inventory order?
- (A) Economic order quantity model
  - (B) Fixed order quantity model
  - (C) Reorder point model
  - (D) Fixed order inventory model
27. The type of inventory method that comprises more number of accounting transactions is known as\_\_\_\_\_.
- (A) Periodic inventory method
  - (B) Perpetual inventory system
  - (C) Finished goods inventory method
  - (D) Fixed order period inventory system



28. In the ABCAnalysis system the B category stands for \_\_\_\_\_.
- (A) Outstanding importance in value
  - (B) Comparatively unimportant in value
  - (C) Comparatively important in value
  - (D) Average importance in value
29. Which among the following is a quantity of a specific item that is ordered from the supplier and issued as a standard quantity to the production process?
- (A) Safety stock
  - (B) Lot size
  - (C) Standard deviation
  - (D) Inventory control
30. The economic order quantity formula is taken using \_\_\_\_\_.
- (A) Differential calculus
  - (B) Integral calculus
  - (C) Vector calculus
  - (D) Multivariate analysis
31. Which among the following components is calculated as the sum of the fixed costs that happen each time an item is ordered ?
- (A) Carrying cost
  - (B) Order cost
  - (C) Holding cost
  - (D) Storage cost
32. The price reductions offered to customers for large orders, to encourage them to purchase in large quantities is known as \_\_\_\_\_.
- (A) Freebies
  - (B) Quantity discounts
  - (C) Normal discounts
  - (D) Premiums

33. A company that maintains a sufficient safety margin by having extra inventory against certain situations is termed as \_\_\_\_\_.
- (A) Inventory
  - (B) Lot size
  - (C) Safety stock
  - (D) Lead
34. Identify the mode of production that is widely used in a production model and in the assembly operations?
- (A) Round-robin mode
  - (B) Batch mode
  - (C) Grid mode
  - (D) Parallel mode
35. Which among the following costs is the expense of storing inventory for a specified period of time?
- (A) Purchasing cost
  - (B) Carrying cost
  - (C) Financial cost
  - (D) Storage cost
36. Which of the following is the ratio of net profit to net sales?
- (A) Net Operating ratio
  - (B) Gross profit ratio
  - (C) Pretax profit ratio
  - (D) Net profit ratio

37. A method that uses a predetermined overhead rate to allocate overhead costs is known as \_\_\_\_\_.
- (A) Plant-wide allocation
  - (B) Shipping allocation
  - (C) Department allocation
  - (D) Production-wide allocation
38. Which of the following costs is estimated by multiplying the quantity determined in the bill of materials to the cost of each component?
- (A) Operating
  - (B) Production
  - (C) Labour
  - (D) Material
39. A long term solvency or leverage ratio is called as \_\_\_\_\_.
- (A) Net profit ratio
  - (B) Proprietary ratio
  - (C) Activity ratio
  - (D) Stock turnover ratio
40. Which among the following systems provides a process that enables one to track product movement throughout the company?
- (A) Item tracker system
  - (B) Product locator system
  - (C) Memory locator system
  - (D) Real-time locator system
41. Pareto's law is related to \_\_\_\_\_ placement theory.
- (A) Item stratification
  - (B) Special consideration
  - (C) Family grouping
  - (D) Inventory stratification

42. Identify the system that allows you to have strong control over items without necessarily updating the location records?
- (A) Zoning systems
  - (B) Fixed locator system
  - (C) Zone locator system
  - (D) Combining system
43. Manufacturers actually print the labels provided to them and serial numbers to aid in \_\_\_\_\_.
- (A) Quality Audit
  - (B) Quality Control
  - (C) Auditing Process
  - (D) Product Quality
44. The method of item placement that can accidentally substitute an item onto another is \_\_\_\_\_.
- (A) Family grouping
  - (B) Part grouping
  - (C) ABC categorisation
  - (D) Category mapping
45. The movements of stock must be controlled with information regarding \_\_\_\_\_.
- (A) Space utilisation
  - (B) Order status
  - (C) Labour utilisation
  - (D) Material protection
46. An alteration to the method of setting up zones or area in the depot and assigning it to one person to each area is called \_\_\_\_\_.
- (A) Zone logic
  - (B) Zone allocation
  - (C) Sequential zone system
  - (D) Random zone system

47. Which among the following refers to areas where items are not stored in selected permanent location?
- (A) Fixed location
  - (B) Random location
  - (C) Location sequence
  - (D) Pick-to-clear location
48. The expense of shifting the packed orders into vehicles that would ship them is known as \_\_\_\_\_.
- (A) Shipping cost
  - (B) Packing cost
  - (C) Loading cost
  - (D) Picking cost
49. Distribution centres act as \_\_\_\_\_ store houses of an organisation.
- (A) Delivery
  - (B) Regional
  - (C) National
  - (D) Procurement
50. The company should be prepared for any future demand from the customer by storing the \_\_\_\_\_ in the distribution centres.
- (A) Delivery stock
  - (B) Strategic stock
  - (C) Safety stock
  - (D) Overhead stock

51. Which of the following the primary factors of plant location?
- (A) Transportation
  - (B) Historical
  - (C) Religious
  - (D) All of the above
52. Which of the following is/are the factors influencing Production Planning and Control?
- (A) Volume of Production
  - (B) Nature and production process
  - (C) Nature of operations
  - (D) All the above
53. \_\_\_\_\_ helps operations management to estimate demand of goods and service in the market.
- (A) Planning
  - (B) Forecasting
  - (C) Estimating
  - (D) Predicting
54. Availability of Raw material is a \_\_\_\_\_ factor in plant location.
- (A) Primary
  - (B) Secondary
  - (C) Both (A) and (B)
  - (D) None of the above
55. \_\_\_\_\_ is the arrangement of machines, work areas and service area within a factory.
- (A) Factory Layout
  - (B) Factory Planning
  - (C) Plant Layout
  - (D) All the above

56. \_\_\_\_\_ refers to the process of ordering, storing, using and selling company's inventory.
- (A) Operations
  - (B) Inventory Management
  - (C) Warehousing
  - (D) Storing
57. Inventory management includes \_\_\_\_\_.
- (A) Management of raw material
  - (B) Warehousing
  - (C) Finished Products
  - (D) All the above
58. How many types of major inventory management technique exists?
- (A) 1
  - (B) 2
  - (C) 3
  - (D) 4
59. What does JIT strategy stands for?
- (A) Just in Technique strategy
  - (B) Just In Trend strategy
  - (C) Just In Technology strategy
  - (D) Just In Time strategy
60. In \_\_\_\_\_ strategy a brand manufactures goods on the basis of demand of the customers.
- (A) Pull Strategy
  - (B) Push Strategy
  - (C) Just in Time Strategy
  - (D) None of the above

61. Which of the statement is true for Push Strategy?
- (A) It is a strategy in which brands push their products on the basis of demand of the consumer.
  - (B) It is a strategy in which brands push their product on the basis of expected or forecasted demand.
  - (C) It is a strategy in which brands push their product on the basis of supply.
  - (D) All the above
62. \_\_\_\_\_ Layout is used for Mass production.
- (A) Process
  - (B) Product
  - (C) Combined
  - (D) All the above
63. W. F. S. stands for \_\_\_\_\_ factor system.
- (A) Wages
  - (B) Waste
  - (C) Work
  - (D) None of the above
64. Which of the following are the factors influencing inventory management?
- (A) Financial
  - (B) Lead-time
  - (C) Supplier
  - (D) All the above
65. \_\_\_\_\_ Layout is suited to Job production.
- (A) Product
  - (B) Process
  - (C) Grid
  - (D) Combined



66. \_\_\_\_\_ is the application of techniques designed to establish the time for a qualified worker.
- (A) Method study
  - (B) Time study
  - (C) Work measurement
  - (D) Both (B) and (C)
67. Very high volume commodity products are best suited to \_\_\_\_\_ processes.
- (A) Intermittent
  - (B) Continuous
  - (C) Control
  - (D) Job
68. Which of the following industries should be located near the vicinity of raw materials?
- (A) Televisions
  - (B) Cycles
  - (C) Steel mills
  - (D) Flour
69. Work sampling techniques is used for determining allowances in \_\_\_\_\_ study.
- (A) Motion
  - (B) Time
  - (C) Pre
  - (D) Break.
70. The term \_\_\_\_\_ best defines the nature of Total Quality Management.
- (A) Philosophy
  - (B) Psychology
  - (C) Sociology
  - (D) Management

71. For which of the following industry humid climate is helpful.
- (A) Cotton
  - (B) Steel
  - (C) Lightbulb
  - (D) Automobile
72. Which of the following is not true for Multi-storey building?
- (A) High heating and ventilation cost
  - (B) Small Ground runs for drainage
  - (C) Adopted for manufacture of light goods
  - (D) Less Roof Repairs
73. “Space available in vertical and horizontal directions is most effectively utilized” is known as principle of.
- (A) Cubic space utilisation
  - (B) flexibility
  - (C) Flow
  - (D) Minimum distance
74. Critical Path method makes better and detailed \_\_\_\_\_ possible.
- (A) Work
  - (B) Planning
  - (C) Management
  - (D) Operation
75. ISO 14000 is a series of how many standards?
- (A) Three
  - (B) Five
  - (C) Seven
  - (D) Ten

76. If all the processing equipment and machines are arranged according to the sequence of operations of a product's layout is known as :
- (A) Product layout
  - (B) Process layout
  - (C) Fixed Position
  - (D) Combination Layout
77. The following type of Layout is preferred for low volume production of non-standard products :
- (A) Product Layout
  - (B) Process Layout
  - (C) Fixed position Layout
  - (D) Combination Layout
78. Process planning describes how:
- (A) The product will perform
  - (B) The product will be made
  - (C) The product will look
  - (D) Easily the product can be maintained
79. In ship manufacturing, the type of Layout preferred is :
- (A) Product Layout
  - (B) Process Layout
  - (C) fixed position
  - (D) Combination Layout
80. DFA stands for :
- (A) Design for assurance
  - (B) Design for Assembly
  - (C) Design for Accuracy
  - (D) Design for Authenticity

81. This chart is a graphic representation of all the production activities occurring on the shop floor :
- (A) Operation process chart
  - (B) Flow process chart
  - (C) Templates
  - (D) All of the above
82. An \_\_\_\_\_ is an instantaneous point in time at which an activity begins or ends.
- (A) Event
  - (B) Activity
  - (C) Null
  - (D) Job
83. \_\_\_\_\_ Refers to the transformation of the state of inputs into output.
- (A) Transportation
  - (B) Alteration
  - (C) Inspection
  - (D) All of the above
84. \_\_\_\_\_ refers to preserving goods in a protected environment.
- (A) Alteration
  - (B) Inspection
  - (C) STORAGE
  - (D) Bargaining
85. \_\_\_\_\_ chart is used for production schedule.
- (A) Gantt
  - (B) Bar
  - (C) Pie
  - (D) Work

86. \_\_\_\_\_ Refers to the verification of and confirmation towards the requirements of an entity.
- (A) Inspection
  - (B) Pricing
  - (C) Alteration
  - (D) None of the these
87. Inventory carrying costs are influenced by order quantity in units and \_\_\_\_\_ cost per unit.
- (A) Storage
  - (B) Carrying
  - (C) Hiring
  - (D) Transportation
88. Improvement in workplace safety would tend to \_\_\_\_\_ productivity.
- (A) Decrease
  - (B) Increase
  - (C) Down fall
  - (D) Stop
89. \_\_\_\_\_ is the management of all activities directly related to the production of goods and services.
- (A) Production management
  - (B) Finance and control
  - (C) Employee development
  - (D) All of these
90. Which of the following statement is not true in the case of goods?
- (A) Tangibility
  - (B) Can be stored
  - (C) Physical shape
  - (D) Intangibility

91. Which of the following is not an objective of operations management?
- (A) Customer satisfaction
  - (B) Profitability
  - (C) Timeliness
  - (D) Employee punishment
92. Which of the following is not a part of scientific management principles?
- (A) Replacement of Rule of thumb
  - (B) Scientific selection of employees
  - (C) Supervise each worker in detail
  - (D) Coercion
93. \_\_\_\_\_ is measure of the quantity of output per unit of input.
- (A) Marketability
  - (B) Productivity
  - (C) Sociability
  - (D) None of these
94. \_\_\_\_\_ is the sum of all observations and divided by the total number of observations?
- (A) Median
  - (B) Mode
  - (C) Mean
  - (D) None of these
95. Product Layout is used for Batch production.
- (A) False
  - (B) True
  - (C) Cannot Say
  - (D) None of above all

96. In Inventory control theory, the economic order quantity is :-
- (A) Average level of Inventory
  - (B) Capacity of a Warehouse
  - (C) Optimum Lot Size
  - (D) Lot size to break-even
97. Routing is essential in the following types of industry.
- (A) Assembly industry
  - (B) Process industry
  - (C) Job order industry
  - (D) Mass production industry
98. Lillian and Frank Gilbreth are responsible for principles of.
- (A) Sociotechnical systems
  - (B) Zero inventory
  - (C) Motion study
  - (D) Inter changeable parts
99. \_\_\_\_\_ is a system that is used to maintain a desired level of quality in a product or service.
- (A) Economic ordering quantity
  - (B) Quality control
  - (C) Knowledge management
  - (D) Manpower planning
100. Operations management is applicable
- (A) Mostly to the service sector
  - (B) Mostly to manufacturing sector
  - (C) To manufacturing and service sector
  - (D) To service exclusively

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**DO NOT OPEN THE QUESTION BOOKLET UNTIL ASKED TO DO SO**

1. Examinee should enter his / her roll number, subject and Question Booklet Series correctly in the O.M.R. sheet, the examinee will be responsible for the error he / she has made.
  2. **This Question Booklet contains 100 questions, out of which only 75 Question are to be Answered by the examinee. Every question has 4 options and only one of them is correct. The answer which seems correct to you, darken that option number in your Answer Booklet (O.M.R ANSWER SHEET) completely with black or blue ball point pen. If any examinee will mark more than one answer of a particular question, then the first most option will be considered valid.**
  3. Every question has same marks. Every question you attempt correctly, marks will be given according to that.
  4. Every answer should be marked only on Answer Booklet (O.M.R ANSWER SHEET). Answer marked anywhere else other than the determined place will not be considered valid.
  5. Please read all the instructions carefully before attempting anything on Answer Booklet (O.M.R ANSWER SHEET).
  6. After completion of examination please hand over the Answer Booklet (O.M.R ANSWER SHEET) to the Examiner before leaving the examination room.
  7. There is no negative marking.
- Note:** On opening the question booklet, first check that all the pages of the question booklet are printed properly in case there is an issue please ask the examiner to change the booklet of same series and get another one.