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प्रश्नपुस्तिका क्रमांक
Question Booklet No.

O.M.R. Serial No.

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प्रश्नपुस्तिका सीरीज
Question Booklet Series
D

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।

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Rough Work / रफ कार्य

1. 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

2. _____ 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

3. Lillian and Frank Gilbreth are responsible for principles of.
 - (A) Sociotechnical systems
 - (B) Zero inventory
 - (C) Motion study
 - (D) Inter changeable parts

4. Routing is essential in the following types of industry.
 - (A) Assembly industry
 - (B) Process industry
 - (C) Job order industry
 - (D) Mass production industry

5. 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

6. Product Layout is used for Batch production.
- (A) False
 - (B) True
 - (C) Cannot Say
 - (D) None of above all
7. _____ is the sum of all observations and divided by the total number of observations?
- (A) Median
 - (B) Mode
 - (C) Mean
 - (D) None of these
8. _____ is measure of the quantity of output per unit of input.
- (A) Marketability
 - (B) Productivity
 - (C) Sociability
 - (D) None of these
9. 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
10. Which of the following is not an objective of operations management?
- (A) Customer satisfaction
 - (B) Profitability
 - (C) Timeliness
 - (D) Employee punishment

11. Which of the following statement is not true in the case of goods?
- (A) Tangibility
 - (B) Can be stored
 - (C) Physical shape
 - (D) Intangibility
12. _____ 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
13. Improvement in workplace safety would tend to _____ productivity.
- (A) Decrease
 - (B) Increase
 - (C) Down fall
 - (D) Stop
14. Inventory carrying costs are influenced by order quantity in units and _____ cost per unit.
- (A) Storage
 - (B) Carrying
 - (C) Hiring
 - (D) Transportation
15. _____ Refers to the verification of and confirmation towards the requirements of an entity.
- (A) Inspection
 - (B) Pricing
 - (C) Alteration
 - (D) None of the these

16. _____ chart is used for production schedule.
- (A) Gantt
 - (B) Bar
 - (C) Pie
 - (D) Work
17. _____ refers to preserving goods in a protected environment.
- (A) Alteration
 - (B) Inspection
 - (C) STORAGE
 - (D) Bargaining
18. _____ Refers to the transformation of the state of inputs in to output.
- (A) Transportation
 - (B) Alteration
 - (C) Inspection
 - (D) All of the above
19. An _____ is an instantaneous point in time at which an activity begins or ends.
- (A) Event
 - (B) Activity
 - (C) Null
 - (D) Job
20. 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

21. DFA stands for :
- (A) Design for assurance
 - (B) Design for Assembly
 - (C) Design for Accuracy
 - (D) Design for Authenticity
22. In ship manufacturing, the type of Layout preferred is :
- (A) Product Layout
 - (B) Process Layout
 - (C) fixed position
 - (D) Combination Layout
23. 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
24. 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
25. 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

26. ISO 14000 is a series of how many standards?
- (A) Three
 - (B) Five
 - (C) Seven
 - (D) Ten
27. Critical Path method makes better and detailed _____ possible.
- (A) Work
 - (B) Planning
 - (C) Management
 - (D) Operation
28. “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
29. 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
30. For which of the following industry humid climate is helpful.
- (A) Cotton
 - (B) Steel
 - (C) Lightbulb
 - (D) Automobile

31. The term _____ best defines the nature of Total Quality Management.
- (A) Philosophy
 - (B) Psychology
 - (C) Sociology
 - (D) Management
32. Work sampling techniques are used for determining allowances in _____ study.
- (A) Motion
 - (B) Time
 - (C) Pre
 - (D) Break.
33. Which of the following industries should be located near the vicinity of raw materials?
- (A) Televisions
 - (B) Cycles
 - (C) Steel mills
 - (D) Flour
34. Very high volume commodity products are best suited to _____ processes.
- (A) Intermittent
 - (B) Continuous
 - (C) Control
 - (D) Job
35. _____ 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)

36. _____ Layout is suited to Job production.
- (A) Product
 - (B) Process
 - (C) Grid
 - (D) Combined
37. Which of the following are the factors influencing inventory management?
- (A) Financial
 - (B) Lead-time
 - (C) Supplier
 - (D) All the above
38. W. F. S. stands for _____ factor system.
- (A) Wages
 - (B) Waste
 - (C) Work
 - (D) None of the above
39. _____ Layout is used for Mass production.
- (A) Process
 - (B) Product
 - (C) Combined
 - (D) All the above
40. 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

41. 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
42. 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
43. How many types of major inventory management technique exists?
- (A) 1
 - (B) 2
 - (C) 3
 - (D) 4
44. Inventory management includes _____.
- (A) Management of raw material
 - (B) Warehousing
 - (C) Finished Products
 - (D) All the above
45. _____ refers to the process of ordering, storing, using and selling company's inventory.
- (A) Operations
 - (B) Inventory Management
 - (C) Warehousing
 - (D) Storing

46. _____ 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
47. Availability of Raw material is a _____ factor in plant location.
- (A) Primary
 - (B) Secondary
 - (C) Both (A) and (B)
 - (D) None of the above
48. _____ helps operations management to estimate demand of goods and service in the market.
- (A) Planning
 - (B) Forecasting
 - (C) Estimating
 - (D) Predicting
49. 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
50. Which of the following the primary factors of plant location?
- (A) Transportation
 - (B) Historical
 - (C) Religious
 - (D) All of the above

51. 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
52. Distribution centres act as _____ store houses of an organisation.
- (A) Delivery
 - (B) Regional
 - (C) National
 - (D) Procurement
53. 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
54. 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

55. 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
56. The movements of stock must be controlled with information regarding_____.
- (A) Space utilisation
 - (B) Order status
 - (C) Labour utilisation
 - (D) Material protection
57. 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
58. 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
59. 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

60. Pareto's law is related to _____placement theory.
- (A) Item stratification
 - (B) Special consideration
 - (C) Family grouping
 - (D) Inventory stratification
61. 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
62. A long term solvency or leverage ratio is called as _____.
- (A) Net profit ratio
 - (B) Proprietary ratio
 - (C) Activity ratio
 - (D) Stock turnover ratio
63. 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
64. 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

65. 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
66. 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
67. 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
68. 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

69. 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
70. 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
71. The economic order quantity formula is taken using _____.
- (A) Differential calculus
 - (B) Integral calculus
 - (C) Vector calculus
 - (D) Multivariate analysis
72. 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
73. In the ABC Analysis 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

74. 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
75. 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
76. 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
77. 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

78. 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
79. 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
80. 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
81. 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)

82. 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
83. 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
84. 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
85. In process charts, the symbol used for inspection is :
- (A) Circle
 - (B) Square
 - (C) Arrow
 - (D) Triangle
86. In process charts, the symbol used for storage is :
- (A) Circle
 - (B) Square
 - (C) Arrow
 - (D) Triangle

87. 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
88. 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
89. Work study is also recognised as :
- (A) Time study
 - (B) Motion study
 - (C) Both (A) and (B)
 - (D) None of the above
90. Work study examines :
- (A) Method
 - (B) duration of work
 - (C) Both ‘A’ and ‘B’
 - (D) None of the above
91. 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

92. _____ is the process of selection of path, which each part of the product will follow.
- (A) Routing
 - (B) Scheduling
 - (C) Follow-up
 - (D) Dispatching
93. _____ is the art of applying tests, preferably by the aid of measuring appliances to observe whether a given item or product is within the specified limits of variability or not.
- (A) Inspection
 - (B) Planning
 - (C) Leading
 - (D) None of these
94. _____ 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
95. 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

96. Hawthorne studies were related with_____.
- (A) Scientific management
 - (B) Human relations movement
 - (C) Marketing management
 - (D) None of these
97. 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
98. Henry Ford is noted for his contributions to :
- (A) Quality control
 - (B) Assembly line operations
 - (C) Scientific management
 - (D) Standardization of parts
99. 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
100. The father of scientific management is
- (A) Frank Gilbreth
 - (B) Frederick W. Taylor
 - (C) W. Edwards Deming
 - (D) Walther Shewhart

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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.
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