



Dr.G.R.Damodaran College of Science

(Autonomous, affiliated to the Bharathiar University, recognized by the UGC)Re-
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CRISL rated 'A' (TN) for MBA and MIB Programmes

II MBA(PART TIME)[2016-2019]

SEMESTER-III

CORE:OPERATIONS MANAGEMENT - 352A

Multiple Choice Questions.

1. Variation in the measurement of items produced under any system is _____.
- A. inevitable.
 - B. evitable
 - C. non evitable
 - D. static.

ANSWER: B

2. The variation due to _____ factors is tolerable.
- A. chance.
 - B. likelihood
 - C. probable.
 - D. contingent.

ANSWER: B

3. Statistical quality control takes care of the variations due to _____ causes
- A. discrete.
 - B. normal.
 - C. assignable.
 - D. abnormal

ANSWER: C

4. Through statistical quality control one finds whether the process is under _____ or not
- A. non-control.
 - B. regulation.
 - C. control.
 - D. restriction

ANSWER: A

5. Whether the variability in the manufactured items is within tolerance limits or not can be ascertained through _____.
- A. Pie-chart
 - B. Histogram.
 - C. Stimulation.
 - D. Control charts

ANSWER: B

6. A control chart contains _____ lines
- A. two.
 - B. three.
 - C. four.
 - D. five.

ANSWER: D

7. In control charts we establish _____ limits

- A. zero sigma
- B. one sigma .
- C. two sigma .
- D. three sigma.

ANSWER: D

8. Control limits utilize the constant factors given by

- A. Joseph Juran
- B. Shewhart.
- C. David-Ricardo
- D. Deming.

ANSWER: A

9. In case of small samples, range and _____ vary concurrently in the same direction

- A. mean.
- B. median.
- C. mode.
- D. standard deviation

ANSWER: C

10. X bar charts discover assignable causes _____ samples.

- A. between.
- B. within.
- C. among.
- D. inside.

ANSWER: A

11. R- charts uncover assignable causes _____ samples.

- A. among.
- B. within .
- C. in.
- D. between.

ANSWER: D

12. If x - bar chart reveals that the process is under control there is no need of preparing_____.

- A. bar chart.
- B. pie chart
- C. r-chart.
- D. σ chart.

ANSWER: A

13. R charts are economical than_____.

- A. Ordinary chart.
- B. bar chart.
- C. pie chart.
- D. σ chart.

ANSWER: A

14. Cntrol charts helps to _____ in the production process.

- A. check the deviation in quality .
- B. verify the quantity

- C. verify quantity and quality
- D. verify the damages

ANSWER: A

15. A peculiar pattern of points within the control limits of quality control charts is indicated

- A. non-assignable cause
- B. assignable causes
- C. normal causes.
- D. abnormal causes

ANSWER: A

16. In case of fraction defective, the variable under consideration is _____.

- A. non- autonomous
- B. autonomous.
- C. dichotomous.
- D. monotonous.

ANSWER: D

17. The variance of the fraction defectives is obtained by the variance of _____ distribution

- A. Discrete.
- B. Normal .
- C. Poisson.
- D. Binomial.

ANSWER: A

18. If better is the quality of the product _____ is the sample size required

- A. larger .
- B. smaller.
- C. medium.
- D. minute.

ANSWER: C

19. Control charts for number of defects are prepared when occurrence per item is _____ as compared to the number of defective items

- A. small
- B. large.
- C. minute
- D. medium.

ANSWER: B

20. Number of defects follows _____ distribution. a. Normal.

- A. Normal.
- B. Binomial
- C. Poisson.
- D. Kurtosis.

ANSWER: B

21. Sampling inspection results into _____ in the process of inspection than total inspection

- A. greater efficiency
- B. profits.
- C. gains.
- D. better results.

ANSWER: A

22. Sampling inspection enables one to compare to _____.

- A. control process
- B. manufacturing process.
- C. re-engineering process.
- D. distribution process

ANSWER: B

23. The control limits delimited by the consumer are known as _____ limits.

- A. normal.
- B. brand.
- C. specification.
- D. standard.

ANSWER: B

24. Cent percent inspection is a must in case where single defective item is _____.

- A. real.
- B. normal.
- C. nominal.
- D. fatal.

ANSWER: D

25. No inspection is called for when items are of _____.

- A. high quality
- B. high quantity
- C. low quantity.
- D. low quality

ANSWER: D

26. Sampling inspection protects the producer from _____.

- A. theft.
- B. losses.
- C. forgery
- D. risk.

ANSWER: A

27. The decision about the lot under sampling inspection is of _____ t

- A. one.
- B. two.
- C. three.
- D. zero.

ANSWER: D

28. Sampling inspection reduces the risk of the _____.

- A. manufacturer.
- B. retailer.
- C. distributor.
- D. purchaser

ANSWER: D

29. Consumer risk is akin to _____ error

- A. type 2.
- B. type 3.
- C. type4.
- D. type5.

ANSWER: A

30. If a defect stops the function of an item it is known as _____ defect.

- A. minute.
- B. major.
- C. minor.
- D. simple

ANSWER: C

31. Producers risk is referred as _____ error.

- A. probable.
- B. standard.
- C. type 1.
- D. type2.

ANSWER: B

32. A defect in an item reducing its efficiency is classified as _____ defect

- A. normal.
- B. abnormal.
- C. major.
- D. minor.

ANSWER: B

33. The average fraction defective is also termed as _____ average

- A. producers process.
- B. manufacturing process.
- C. distribution process
- D. input- output process.

ANSWER: C

34. Sequential analysis was developed in the year_____.

- A. 1946.
- B. 1947.
- C. 1948.
- D. 1949.

ANSWER: C

35. The decision based on inspection by variables is _____reliable than by attributes

- A. less
- B. less than.
- C. more.
- D. more than.

ANSWER: B

36. Drawing units from a lot or process irrespective of their quality is known as _____.

- A. random sampling
- B. judgment sampling
- C. snowball sampling
- D. blind sampling

ANSWER: D

37. The expected sample size required to arrive at a decision about the lot is called the _____. a.
average sample number.

- A. average sample number

- B. average sample size
- C. average sample lot.
- D. average sample unit.

ANSWER: D

38. The average sample number depends on the _____ present in the lot.

- A. proportion of units
- B. proportion of defectives
- C. proportion of size
- D. proportion of samples

ANSWER: D

39. A sample inspection plan is considered satisfactory if it is not _____.

- A. adequate.
- B. measurable.
- C. complicated.
- D. simple.

ANSWER: A

40. Sequential sampling plan requires _____ amount of inspection

- A. maximum.
- B. reasonable
- C. moderate
- D. minimum.

ANSWER: A

41. The theory of sequential sampling plan was originally given by _____.

- A. A Wald.
- B. Adam Smith
- C. David Ricardo
- D. Deming and Crosby

ANSWER: D

42. Sampling inspection plans were pioneered by_____.

- A. Juran and Deming.
- B. Dodge and Roming
- C. Adam smith and Walter
- D. Deming and Crosby

ANSWER: B

43. In a sequential decision problem, the total spare is divided into _____ regions

- A. one.
- B. two.
- C. three.
- D. four.

ANSWER: C

44. Sampling inspection plans are meant for_____.

- A. automatic control
- B. process control.
- C. system control
- D. product control

ANSWER: D

45. The control charts help to achieve ____

- A. process control
- B. automatic control.
- C. digital control.
- D. system control.

ANSWER: A

46. Control on the quality of product by critical examination at strategic points is called_____.

- A. product control.
- B. process control
- C. production control.
- D. input-output control.

ANSWER: D

47. In sequential sampling, the sampling inspection is reduced by_____ percent as compared to single sampling plan.

- A. 20-35.
- B. 35-50.
- C. 50-65.
- D. 65-80.

ANSWER: B

48. In sequential sampling plan the sample size is _____.

- A. random size.
- B. random design.
- C. random variable.
- D. random number.

ANSWER: C

49. In double sampling plan, there is a _____ percent saving in sampling inspection as compared to single sampling plan.

- A. 1-9.
- B. 10-17.
- C. 18-24.
- D. 25-33.

ANSWER: A

50. To ensure that the proportion of defective items in the manufactured product is not beyond certain limits is called _____.

- A. process control.
- B. system control.
- C. product control
- D. systematic control

ANSWER: C

51. The control limits delimited by the consumer are called _____.

- A. modified control limits
- B. natural control limits
- C. specified control limits.
- D. artificial control limits

ANSWER: A

52. Sampling inspection procedure by variables as compared to by attributes is _____.

- A. more prevalent

- B. nor practiced.
- C. less prevalent.
- D. practiced.

ANSWER: D

53. The sampling inspection procedure adopted in statistical quality control is of _____ types

- A. two.
- B. three.
- C. four.
- D. five.

ANSWER: B

54. The decision about the lot under sampling inspection procedures can be of _____ types

- A. one.
- B. two
- C. three.
- D. four

ANSWER: B

55. The expected sample size required to arrive at a decision about the lot is called_____.

- A. random variable
- B. average sample number
- C. random design
- D. average sample size

ANSWER: B

56. A control chart based on known parameter values is_____.

- A. more advantageous than the one based on estimated values
- B. complicated than that of control chart based on estimated values.
- C. estimated less reliable than the control chart based on values.
- D. less reliable than the control chart based on calculated values

ANSWER: C

57. A sequential sampling plan is _____.

- A. an infinite process
- B. the process requiring much more sampling units than a fixed sized sample
- C. a process in which sampling terminates with probability one
- D. a finite process

ANSWER: C

58. The decision in a sequential sampling scheme is taken _____.

- A. after inspecting the sample as a whole
- B. after selection and inspection of items one by one
- C. before inspecting the sample as a whole.
- D. before selection and inspection of items one by one

ANSWER: C

59. In a double sampling plan a decision about the acceptance or rejection of a lot_____.

- A. will never reach
- B. . will always reach
- C. will sometimes reach.
- D. will reach.

ANSWER: A

60. In a decision problem under sequential sampling scheme the total decision space is divided into _____.

- A. one region namely acceptance.
- B. equally shaped regions consisting of alternating acceptance and rejection regions
- C. three regions namely the regions of acceptance , rejection and continuance
- D. two regions namely the region of rejection and continuance.

ANSWER: A

61. _____ is considered as the essence of management

- A. Co ordination
- B. Planning.
- C. Staffing.
- D. Directing.

ANSWER: D

62. _____ is a vital aspect of the managerial process

- A. Controlling.
- B. Communication.
- C. Performance-appraisal.
- D. Merit rating.

ANSWER: D

63. _____ is the process by which information is transmitted between individuals and or an organization so that an understanding response results

- A. Selection.
- B. Recruitment.
- C. Communication.
- D. Quality-control

ANSWER: D

64. _____ consists of converting the idea, or message into form of words, symbols , pictures, actions for transmission.

- A. Listening
- B. Coding.
- C. De-coding.
- D. Encoding.

ANSWER: C

65. _____ simply means getting things done through others

- A. Management.
- B. Financial management
- C. Operations management.
- D. International management.

ANSWER: C

66. _____ means assignment of meaning by a person to the stimuli he receives from his environment.

- A. Stimuli.
- B. Perception
- C. Communication
- D. Organizational development

ANSWER: D

67. _____ means putting thoughts into communication symbols in communication process

- A. Transmission.

- B. Responding.
- C. Encoding.
- D. De-coding.

ANSWER: C

68. Conveyance of communication symbols to the receiver is called_____.

- A. encoding.
- B. de-coding.
- C. transcription.
- D. transmission.

ANSWER: B

69. Translating the idea into action by the receiver in the communication process is called _____.

- A. responding.
- B. retrieving
- C. receiving.
- D. decoding.

ANSWER: B

70. _____ is the written message or response from the receiver to the transmitter

- A. Action
- B. Feedback.
- C. Reaction
- D. Stimuli.

ANSWER: C

71. _____ communication is transmitted by the mail , facts , telegraph, telex, news papers, magazines, notice boards etc.

- A. Horizontal
- B. Vertical.
- C. Written.
- D. Visual.

ANSWER: C

72. _____ communication is also known as grape vine .

- A. Formal.
- B. Lateral.
- C. Visual
- D. Informal.

ANSWER: C

73. Facial expression and gestures , posters , slides fall under _____ communication

- A. visual.
- B. face to face
- C. horizontal.
- D. vertical

ANSWER: A

74. Select the one which is not the principle of communication

- A. Principles of clarity
- B. Principles of truth
- C. Principles of correctness
- D. Principles of courtesy

ANSWER: D

75. _____ has pointed out that the grape vine is more a product of the situation than of the
- A. Prof. Amanatullan
 - B. Prof. Siris kumar Bhattacharya
 - C. Prof. Keith Davis.
 - D. Prof. S. Sachdeva

ANSWER: A

76. _____ communication is also known as diagonal communication which signifies that communication between different departments
- A. Lateral.
 - B. Horizontal.
 - C. Cross wire
 - D. Cross sectional.

ANSWER: A

77. _____ is a process of influence on a group towards the accomplishment of goals
- A. Group cohesiveness
 - B. Fellow ship.
 - C. Group dynamics.
 - D. Leadership.

ANSWER: B

78. Autocratic leadership is also known as _____.
- A. Authoritarian leadership
 - B. Democratic leadership
 - C. Laissez faire leadershi
 - D. Free rein leadership

ANSWER: B

79. Autocratic style is conceived by _____ as hard approach to management under theory x. a. id- Ricardo.
- A. id- Ricardo
 - B. Mc-Gregor.
 - C. Adam Smith.
 - D. De-Morgan

ANSWER: C

80. _____ style of leadership is based upon positive assumption about human beings
- A. Autocratic.
 - B. Laissez faire.
 - C. Democratic.
 - D. Situationalistic.

ANSWER: C

81. Trait theory of leadership was pronounced by _____ attempts to classify Physical, mental and personality are associated with leadership success
- A. Kelly
 - B. F.E Fiedler
 - C. Robert j house
 - D. Mouton.

ANSWER: D

82. _____ theory is based on the premise that effective leadership is the result of effective role

behavior.

- A. Situational.
- B. Behavioral.
- C. Managerial grid.
- D. Path goal leadership

ANSWER: A

83. Contingency theory of leadership was developed by _____.

- A. F W Taylor.
- B. Henry Fayol.
- C. F E Feidler.
- D. Robert Simon.

ANSWER: C

84. Contingency theory of leadership was developed in the year_____.

- A. 1964.
- B. 1965.
- C. 1966.
- D. 1967

ANSWER: B

85. Path goal leadership theory was proposed by _____.

- A. Robert J House.
- B. Robert Simon.
- C. Henry Fayol
- D. F E Feidler.

ANSWER: C

86. _____ theory attempts to predict leadership effectiveness in different situation

- A. Trait theory
- B. Path goal leadership theory.
- C. Situational theory.
- D. Autocratic theory

ANSWER: B

87. Path goal leadership theory was developed in the year_____.

- A. 1969.
- B. 1970.
- C. 1971.
- D. 1972.

ANSWER: B

88. _____ theory was developed by Blake and Mouton as a popular application of both tasks and person orientation.

- A. Clerical grid
- B. Economical grid
- C. Behavioral grid.
- D. Managerial grid.

ANSWER: B

89. Managerial grid theory of leadership was developed in the year_____.

- A. 1978.
- B. 1979.
- C. 1980.

D. 1981.

ANSWER: C

90. _____ is relatively a permanent change in behavior as a result of experience

- A. Co-ordination
- B. Learning.
- C. Conflict.
- D. Stress.

ANSWER: D

91. _____ a set of important understandings that members of a community share in common.

- A. Managerial grid.
- B. Group.
- C. Culture.
- D. Group dynamics.

ANSWER: D

92. The concept of organizational climate was formalized in the year_____.

- A. 1937.
- B. 1938.
- C. 1939.
- D. 1940.

ANSWER: C

93. The primary purpose of _____ is to make the best use of the personnel element in any corporate enterprise.

- A. Personnel management.
- B. Human resource management.
- C. Personal management.
- D. Organisational management.

ANSWER: D

94. _____ is the process of increasing the skills and knowledge of personnel for the purpose of improving individual and organizational performance

- A. Selection.
- B. Training.
- C. Orientation.
- D. Recruitment.

ANSWER: D

95. _____ is also known as merit rating.

- A. Critical analyses.
- B. Critical park.
- C. Performance appraisal.
- D. Task force analyses.

ANSWER: C

96. _____ is a systematic evaluation of the personal qualities and performance of each employee by his supervisor.

- A. Credit rating.
- B. Risk analyses.
- C. Appraisal.
- D. Merit rating

ANSWER: B

97. Select the odd one which is not the management function

- A. Co-ordination.
- B. Planning.
- C. Directing.
- D. Controlling.

ANSWER: B

98. Select the odd one which is not the operative function of management

- A. Procurement.
- B. Organization.
- C. Development.
- D. Integration.

ANSWER: A

99. _____ is always forward looking in management

- A. Controlling.
- B. Co- operation.
- C. Planning.
- D. Cohesiveness.

ANSWER: A

100. _____ is backward looking in management

- A. Staffing.
- B. Directing.
- C. Supervision.
- D. Controlling.

ANSWER: B

101. Measurement and correction of performance of activities of subordinates falls under _____.

- A. controlling
- B. motivating.
- C. morale
- D. job enrichment.

ANSWER: C

102. _____ is considered as the heart of the management process

- A. Job rotation
- B. Direction
- C. Job analysis.
- D. Supervision.

ANSWER: C

103. _____ is managerial function consisting of all those activities which are concerned directly with the guiding influencing and supervising the subordinates in their jobs.

- A. Development.
- B. Procurement.
- C. Directing.
- D. Compensation.

ANSWER: B

104. _____ is used in the sense of an enterprise or a business unit

- A. Planning.
- B. Controlling.

- C. Co-ordination.
- D. Organization.

ANSWER: B

105. _____ may be considered as consisting of division of work among people and co-ordination of their activities towards some objectives.

- A. Organization.
- B. Management.
- C. Development.
- D. Education.

ANSWER: A

106. _____ is a fundamental function of personnel management

- A. Co-ordination.
- B. Planning.
- C. Staffing.
- D. Directing.

ANSWER: A

107. _____ involves deciding in advance what is to be done, where, how, and by whom it is to be done

- A. Co ordination.
- B. Controlling.
- C. Planning.
- D. Directing.

ANSWER: C

108. _____ is concerned with sustaining and improving the conditions which have been established

- A. Development.
- B. Compensation.
- C. Integration.
- D. Maintenance.

ANSWER: C

109. _____ includes reconciling the interest of employees with the organizational objectives.

- A. Integration.
- B. Development.
- C. Leadership.
- D. Morale.

ANSWER: B

110. _____ is concerned with the wages and salaries administration to remunerate the employees for their service

- A. Procurement.
- B. Compensation.
- C. Co-ordination.
- D. Maintenance.

ANSWER: B

111. _____ implies the increase of skills through training that is necessary for proper job performance

- A. Training.
- B. Procurement.

- C. Development.
- D. Supervision.

ANSWER: A

112. _____ is concerned with the obtaining of the proper kind and the number of personnel necessary to accomplish necessary organizational goals.

- A. Staffing.
- B. Directing.
- C. Organization.
- D. Procurement.

ANSWER: A

113. _____ refers to the alteration of structural relationships and role of the people in the organization.

- A. Organizational change.
- B. Organizational culture
- C. Organizational climate.
- D. Organizational conflict.

ANSWER: D

114. _____ is a practical approach in launching and diffusing change in an organization.

- A. Organizational conflict.
- B. Organizational development.
- C. Organizational culture.
- D. Organizational climate.

ANSWER: D

115. _____ means creation of utilities and covers all the activities of procurement, allocation and utilization of resources such as labour, energy which have want satisfying power.

- A. Operation.
- B. System.
- C. Production.
- D. Distribution.

ANSWER: B

116. _____ is a process of planning and regulating the operation of that part of an enterprise which is responsible for actual transformation of materials into finished products

- A. Manufacturing management.
- B. Operation management.
- C. Systems management.
- D. Production management.

ANSWER: B

117. _____ function develops a physical relationship between inputs and outputs

- A. Production.
- B. System.
- C. e-manufacturing.
- D. assembly line.

ANSWER: C

118. _____ may be defined as the ration between output and input

- A. Production.
- B. Productivity.
- C. Batch production.

D. Job production.
ANSWER: C

119. _____ is the ratio of available goods and services to the potential resources of the community or the country.

- A. Purchasing power.
- B. Simulation.
- C. Productivity.
- D. Demography.

ANSWER: B

120. _____ is the third step in the production planning and control

- A. Routing.
- B. Scheduling.
- C. Expediting.
- D. Dispatching.

ANSWER: C

121. _____ in the production planning and control is checking of work and taking corrective steps to ensure that each piece of work is completed at the right time

- A. Expediting.
- B. Dispatching.
- C. Routing.
- D. Scheduling.

ANSWER: B

122. Production planning starts with _____.

- A. scheduling.
- B. routing.
- C. dispatching.
- D. expediting.

ANSWER: C

123. _____ involves implementation of production plans by coordinating different activities.

- A. Production planning.
- B. Production schedule.
- C. Production control.
- D. Productivity.

ANSWER: B

124. A production system uses _____ to perform inputs into some desired output

- A. operations system.
- B. operations materials.
- C. operations services.
- D. operations resources.

ANSWER: C

125. The services that simply make the external customers life easier is called _____.

- A. value added services.
- B. value added products.
- C. service products.
- D. luxury products.

ANSWER: D

126. products that are made correctly and customized to consumer needs are called _____
- A. core products.
 - B. essential products.
 - C. durable products.
 - D. core services.

ANSWER: D

127. The ability to rapidly increase or decrease production levels or shift production capacity quickly from one product or service to another is called_____.
- A. capacity uncertainty.
 - B. capacity alteration.
 - C. capacity flexibility.
 - D. capacity certainty.

ANSWER: C

128. Automation version of the generic manufacturing process, where in the three manufacturing functions are replaced by the automated technologies is called _____.
- A. automated materials handling system.
 - B. flexible manufacturing system.
 - C. computer integrated manufacturing system.
 - D. production planning system.

ANSWER: D

129. Whole time directors are also known as _____.
- A. inside directors.
 - B. part-time directors.
 - C. outside directors.
 - D. full-time directors.

ANSWER: C

130. _____ executive system may lead to power concentration in organization
- A. Double chief.
 - B. Single chief.
 - C. Main chief.
 - D. Triple chief.

ANSWER: D

131. . In very large organization _____ officers also appointed to support chief executive and chief operating officers.
- A. Executive planning officer.
 - B. Strategic planning officer.
 - C. Financial planning officer.
 - D. Corporate planning officer.

ANSWER: A

132. _____ directors are those who not devote full time to the affairs of the company.
- A. Sub-directors.
 - B. Main director.
 - C. Full-time director.
 - D. Part-time director.

ANSWER: B

133. _____ level strategy is made in case the firm is a multi product firm.
- A. Corporate.

- B. Trade.
- C. Business.
- D. Function.

ANSWER: B

134. Corporate level strategy requires high level of _____ capabilities .

- A. co-operation.
- B. systematic.
- C. normal.
- D. adaptability.

ANSWER: A

135. _____ level strategy comes below functional level strategy.

- A. Situational.
- B. Corporate.
- C. Operational.
- D. Functional.

ANSWER: A

136. _____ is a choice of certain course of action which is derived by judgment.

- A. Evaluation.
- B. Choice.
- C. Selection.
- D. Decision.

ANSWER: A

137. Lower level managers are also known as _____.

- A. supervisory level managers.
- B. corporate level managers.
- C. functional level managers.
- D. middle level managers.

ANSWER: D

138. Strategic management is mainly concerned with _____.

- A. functional level management.
- B. top level management.
- C. middle level management.
- D. er level management.

ANSWER: C

139. _____ are calculated predictions of future based on extrapolation

- A. Futures.
- B. Events.
- C. Forecasts.
- D. Incidents.

ANSWER: D

140. _____ is a process that relates an organization with its environment through some suitable course of action involving substantives as well as procedural dimension.

- A. Operational management.
- B. Functional management.
- C. Supervisory management.
- D. Strategic management.

ANSWER: C

141. _____ approach focuses on status quo

- A. Holistic approach.
- B. Tactical approach.
- C. Systems approach.
- D. Contingency approach.

ANSWER: C

142. Business firm emphasis on attracting new _____.

- A. customers.
- B. people.
- C. target groups.
- D. suppliers.

ANSWER: C

143. _____ firms have comparatively small interest groups

- A. Company.
- B. Business firm.
- C. Organization.
- D. Trading.

ANSWER: B

144. All the elements of strategic management are _____ in nature

- A. chronologically.
- B. equal.
- C. sequential.
- D. orderly.

ANSWER: C

145. The _____ approach considers only the immediate future.

- A. situationalistic approach.
- B. holistic approach.
- C. systems approach.
- D. tactical approach.

ANSWER: B

146. The functions of _____ are not quite related to strategic management

- A. board of directors.
- B. chief executives.
- C. personnel manager.
- D. managing director.

ANSWER: B

147. Corporate planning staff functions in _____ capacity

- A. managerial.
- B. staff.
- C. personal.
- D. official.

ANSWER: C

148. _____ formulates long term plans for the organization

- A. Staff members.
- B. Business executives.
- C. Chief executives.

D. Board members.
ANSWER: C

149. The legal functions that board of directors of any company are described in _____.
A. Partnership act.
B. Companies act.
C. MRTP act.
D. Indian companies act.

ANSWER: B

150. As per _____ model strategic formulations are made from general to specific .
A. Holistic model.
B. System model.
C. Baumols model.
D. Tactical model.

ANSWER: C

151. _____ attempts to provide an understanding about the objectives that a firm is set out to achieve.
A. Strategic planning.
B. Strategic intent.
C. Strategic management.
D. Strategic decisions.

ANSWER: C

152. A mission should be _____ both in terms of intension and words
A. simple.
B. brief.
C. clear.
D. vague.

ANSWER: B

153. _____ states the image which the organization wishes to project
A. Objectives.
B. Plan.
C. Vision.
D. Mission.

ANSWER: C

154. Good _____ fosters long term thinking
A. vision.
B. mission
C. plan.
D. target.

ANSWER: B

155. The mission should be feasible that is; it should have only _____ targets.
A. achievable.
B. high.
C. focused.
D. low.

ANSWER: C

156. _____ have given guidelines to provide a visionary company

- A. Adams.
- B. Collins.
- C. Sharma
- D. Patel.

ANSWER: B

157. ____ is the end results which an organization needs to achieve.

- A. Target.
- B. Vision.
- C. Objective.
- D. Mission.

ANSWER: C

158. _____ is a statement of a business or a set of business with which the organization is engaged presently or wishes to engage in future

- A. Business goals.
- B. Business process.
- C. Business plan.
- D. Business definition.

ANSWER: C

159. The dimensions of business definitions are _____.

- A. customer.
- B. plan.
- C. mission.
- D. supplier.

ANSWER: C

160. _____ dimensions of business definition specifies what activities are to be undertaken to produce and deliver products/services

- A. Product dimension.
- B. Technology dimension.
- C. Functional dimension.
- D. Process dimension.

ANSWER: B

161. _____ objectives are at the top of hierarchy of objectives

- A. Functional objectives.
- B. Social objectives.
- C. Societal objectives.
- D. Individual-level objectives.

ANSWER: B

162. _____ objectives are at the lowest level of the hierarchy.

- A. Functional objectives.
- B. Social objectives.
- C. Societal objectives.
- D. Individual-level objectives.

ANSWER: C

163. Objectives of any organization should be _____ instead of being idealistic

- A. rational.
- B. social.
- C. economical.

D. individualistic.

ANSWER: D

164. Objectives should always start with the word _____.

A. for.

B. to.

C. by.

D. from.

ANSWER: D

165. _____ is based on the concept of total or complete perfection

A. Zero defect management.

B. No defect management.

C. Economical management.

D. Technological management.

ANSWER: D

166. _____ is a group of products within a product class that are closely related.

A. Product innovation.

B. Product line.

C. Product modification.

D. Product development.

ANSWER: A

167. _____ is a set of all goods and services that are made available for sale.

A. Product plan.

B. Product development.

C. Product mix.

D. Product line.

ANSWER: A

168. The method in which communication is done in written form for arriving at a decision is called _____.

A. management technique.

B. monte-carlo technique.

C. simulation.

D. delphi technique.

ANSWER: A

169. The full form of OCP is _____

A. Organizational capability profile.

B. Organizational capacity profile.

C. Organizational competitive profile .

D. Organizational composite profile.

ANSWER: D

170. _____ gives a position of superiority to any organization.

A. Competitive price.

B. Competitive advantage.

C. Competitive position.

D. Competitive dynamics.

ANSWER: D

171. There are _____ generations of bench marking

- A. three.
- B. four.
- C. five.
- D. six.

ANSWER: A

172. Benchmarking is a tool to generate _____.

- A. competitive positioning .
- B. competitive brand.
- C. competitive pricing.
- D. competitive advantage.

ANSWER: C

173. Competitive advantage profile is also known as _____.

- A. strategic advantage profile.
- B. strategic business profile.
- C. strategic decision profile.
- D. strategic policy profile.

ANSWER: C

174. End game strategy is another name for _____ strategy

- A. Profit strategy.
- B. Competitive strategy.
- C. Functional strategy.
- D. Dimensional strategy.

ANSWER: B

175. Turn around strategy is also known as _____ strategy .

- A. .functional strategy.
- B. cut back strategy.
- C. dimensional strategy.
- D. competitive strategy.

ANSWER: B

176. _____ may be defined as a single use plan

- A. Objectives.
- B. Budget.
- C. Programme.
- D. . Plans.

ANSWER: C

177. On the basis of _____ policies are formulated at corporate level and are communicated to SBU heads.

- A. commercial papers.
- B. financial papers.
- C. budget papers.
- D. position papers.

ANSWER: C

178. _____ are prepared to get a background on which strategic budget can be prepared.

- A. Position papers.
- B. Commercial papers.
- C. Financial papers.
- D. Budget papers.

ANSWER: D

179. Each SBU has its own tailor made _____ as per its own capabilities and requirements.

- A. policy.
- B. strategy.
- C. budget.
- D. programme.

ANSWER: D

180. The way an individual perceives success or failure is affected by his _____.

- A. culture.
- B. ethics.
- C. values.
- D. dynamics.

ANSWER: A

181. Values of a person are a part of his _____.

- A. norms.
- B. ethics.
- C. groups.
- D. culture.

ANSWER: A

182. Strategic _____ transforms the organization changing faces like culture values , management practices , size and so on.

- A. leadership.
- B. scholarship.
- C. partnership.
- D. dictatorship.

ANSWER: A

183. _____ is the activity which is of central importance of strategic leadership

- A. Morale.
- B. Motivation.
- C. Programme.
- D. Objectives.

ANSWER: D

184. There are _____ types of strategic control methods.

- A. two.
- B. three.
- C. four.
- D. five.

ANSWER: D

185. _____ is the process of taking into account the changing assumption on which a strategy is based.

- A. Implementation control.
- B. Alert control methods.
- C. Strategic surveillance method.
- D. Premise control method.

ANSWER: D

186. _____ Charts are used for planning the steps necessary to implement Quality improvement.

- A. Gantt charts.

- B. Histogram.
- C. Matrix diagram.
- D. Flow charts.

ANSWER: A

187. _____ is used to select the most popular or important items from a list.

- A. Multivoting.
- B. Mystery Shopping.
- C. Objective ranking.
- D. Nominal group technique.

ANSWER: C

188. _____ is used for monitoring a process to detect changes or when a change has been made to process input to find out whether the process output changes

- A. Statistical process control.
- B. Spider Web Diagram.
- C. Sampling.
- D. Process analysis.

ANSWER: B

189. _____ is used to identify when a value is changing over time.

- A. Gantt chart.
- B. U chart.
- C. Bar chart.
- D. \bar{x} - MR chart.

ANSWER: B

190. _____ is used to delight the customer through the manufacturing and servicing process by implementing the quality goals of the organization.

- A. QDF.
- B. Quality policy deployment.
- C. Dotplots.
- D. Pyramiding.

ANSWER: C

191. _____ are used to collect data when the location of a defect or problem is important.

- A. Brainstorming.
- B. C-chart.
- C. Concentration diagrams.
- D. Fault tree analysis.

ANSWER: B

192. _____ is used to estimate the survival period of a particular product unit under certain conditions using a simulated experimental environment

- A. ABC analysis.
- B. Minute analysis.
- C. VED analysis.
- D. FSN analysis.

ANSWER: C

193. _____ schemes are used to generate ideas for improvement.

- A. Structural schemes.
- B. Analytical schemes.
- C. Suggestion schemes.

D. Quantitative schemes.

ANSWER: B

194. _____ is used to help a process which aims at making the most effective and efficient use of existing production structures.

- A. SPC.
- B. Total productive maintenance.
- C. Tolerance design.
- D. Taguchi method.

ANSWER: C

195. _____ give a team a methodical way of examining alternatives to reach a collective conclusion which all team members can accept

- A. Analytical reasoning.
- B. Quantitative analysis.
- C. Non verbal reasoning.
- D. Consensus reaching.

ANSWER: B

196. _____ is used to design an operation in such a way that specific errors are prevented from causing major problems to the customer

- A. Error proofing.
- B. Gantt charts.
- C. DPA.
- D. Force analysis.

ANSWER: D

197. _____ is a project planning technique which separates the work to be done into discrete elements allowing the key elements that affect the overall project to be identified.

- A. Forcified analysis.
- B. Critical path analysis.
- C. Minute analysis.
- D. Fault tree analysis.

ANSWER: A

198. What does PDCA stand for?

- A. Predict-Do-Check-Act.
- B. Plan-Do-Compare-Act.
- C. Predict-Do-Check-Analyze.
- D. Plan-Do-Check-Act.

ANSWER: D

199. What does PDSA mean?

- A. Plan-Do-Study-Act.
- B. Predict-Do-Study-Act.
- C. Plan-Do-Study-Analyze.
- D. Predict-Do-Study-Analyze.

ANSWER: A

200. Select the one which is not the element of quality cost?

- A. Cost of production.
- B. Cost of prevention.
- C. Cost of appraisal.
- D. Cost of internal failures.

ANSWER: D

201. _____ costs are the costs that are incurred in assessing that the products/services conform to the requirements.

- A. Out Of Pocket Cost.
- B. Opportunity Cost.
- C. Appraisal Cost.
- D. Sunk Cost.

ANSWER: D

202. _____ is the process of influencing others towards the accomplishment of goals.

- A. Enrichment.
- B. Motivation.
- C. Leadership.
- D. Organisational behaviour.

ANSWER: C

203. The _____ statement is a short declaration of what an organization

- A. mission statement.
- B. vision statement.
- C. quality policy statement.
- D. business policy statement.

ANSWER: D

204. _____ sets the long term direction of the organization in which it wants to proceed in future.

- A. Ad-hoc plan.
- B. Single use plan.
- C. Financial plan.
- D. Strategic plan.

ANSWER: C

205. Select the odd items which do not find a place in quality statements?

- A. Business policy statement.
- B. Vision statement.
- C. Mission statement.
- D. Quality policy statement.

ANSWER: D

206. Expansion of SWOT is _____.

- A. Strength- weakness-opportunity-trust.
- B. Stimulate-weakness-organise-trust.
- C. Strength-weakness-opportunity-threat.
- D. Strength-weakness-operate-transfer.

ANSWER: D

207. _____ does not find a place in the Maslows hierarchy of needs

- A. Physical need.
- B. Psychological need.
- C. Esteem need.
- D. Safety need.

ANSWER: C

208. Select the one which is not the QC tools?

- A. Control charts.

- B. Check sheets.
- C. Scatter diagrams.
- D. Tree diagram.

ANSWER: C

209. Select the one which is not the management tool?

- A. Pareto diagram.
- B. Matrix data analysis diagram.
- C. Matrix diagram.
- D. Affinity diagram.

ANSWER: C

210. Six sigma principle which is a philosophical benchmark or standard of excellence proposed by _____.

- A. Genichi Taguchi.
- B. Edward Deming.
- C. Philip Crosby.
- D. Joseph.M.Juran.

ANSWER: B

211. PDSA cycle is also known as _____.

- A. QFD.
- B. Deming Wheel.
- C. Juran Trilogy.
- D. Kaizen.

ANSWER: C

212. _____do not find a place in the Jurans quality trilogy.

- A. Quality improvement.
- B. Quality planning.
- C. Quality control.
- D. Quality analysis.

ANSWER: B

213. Cause and effect diagram also known as fish bone diagram was developed by _____in the year 1943

- A. Ishikawa.
- B. Joseph Juran.
- C. Walter.A.Shewart.
- D. Edward Deming.

ANSWER: C

214. _____benchmarking is also called as customer satisfaction benchmarking or customer value profiling.

- A. Performance benchmarking.
- B. Product benchmarking.
- C. Process benchmarking.
- D. Strategic benchmarking.

ANSWER: B

215. Failure Mode and Effect Analysis (FMEA) also known as _____.

- A. Multivariate analysis.
- B. Bi-variate analysis.
- C. Strategic analysis.

D. Risk analysis.
ANSWER: C

216. Select the odd one which is not the type of FMEA?

- A. System FMEA.
- B. Design FMEA.
- C. Theoretical FMEA.
- D. Concept FMEA

ANSWER: D

217. Select the odd one which is not the stages of FMEA?

- A. Screening of risk.
- B. Quantifying risk.
- C. Re-evaluation of risk.
- D. Correcting high risk causes.

ANSWER: D

218. The international organization for standardization was established in the year _____.

- A. 1947.
- B. 1956.
- C. 1946
- D. 1959.

ANSWER: A

219. _____organizational structures, responsibilities, procedures, process, and resources implementing quality management

- A. Quality systems.
- B. Quality-control-systems.
- C. Quality- assurance-systems.
- D. Quality maintenance systems.

ANSWER: B

220. _____family is primarily concerned with quality management

- A. ISO 9004.
- B. ISO 14000.
- C. ISO 9000.
- D. ISO 14001.

ANSWER: B

221. _____is concerned with environmental management

- A. ISO 14000.
- B. ISO 14001.
- C. ISO 14012.
- D. ISO 14004.

ANSWER: C

222. Select the odd one which is not the required document for the ISO certificate?

- A. Quality policy manual.
- B. quality system procedures.
- C. Records.
- D. contract review.

ANSWER: B

223. ____is carried out to verify whether a quality system is effective and suitable.

- A. Quality audit.
- B. Quality assurance audit.
- C. Quality verification.
- D. Quality analysis.

ANSWER: C

224. Performance appraisal is also known as _____.

- A. merit rating.
- B. quality rating.
- C. credit rating.
- D. critical rating.

ANSWER: D

225. Select the odd one which is not the dimension of quality?

- A. Response.
- B. Reliability.
- C. Reputation.
- D. Reassurance.

ANSWER: C

226. Supplier rating system is also referred to as a _____ used to obtain an overall rating of suppliers performance.

- A. score card system.
- B. open ended system.
- C. credit card system.
- D. sub system.

ANSWER: C

227. The term muda in TQM refers to _____ classes of waste.

- A. six.
- B. seven.
- C. eight.
- D. nine.

ANSWER: C

228. Malcom Balridge national quality award is used to measure TQM efforts on an _____ basis.

- A. quarterly.
- B. monthly.
- C. annual.
- D. halfyearly.

ANSWER: D

229. Select the odd one which is not the type of check sheets?

- A. forced distribution check sheet.
- B. process distribution check sheet.
- C. defect factor check sheet.
- D. defect location check sheet.

ANSWER: D

230. RPN in total quality management denotes _____.

- A. risk priority number.
- B. return priority number .
- C. risk preference number.
- D. return preference number.

ANSWER: A

231. Identify the odd one which is not the type of benchmarking in relation to objects being benchmarked?

- A. product benchmarking.
- B. competitive benchmarking.
- C. performance benchmarking.
- D. strategic benchmarking.

ANSWER: A

232. . Identify the odd one which is not the benchmarking based on the nature of firms against which benchmarking could be done?

- A. Process benchmarking.
- B. Relationship benchmarking.
- C. Industrial benchmarking.
- D. Internal benchmarking.

ANSWER: D

233. _____ is a tool to collect a large amount of verbal expressions and organize them in groups according to natural relationships between individual items

- A. Bar diagram.
- B. Matrix diagram.
- C. Affinity diagram.
- D. Relationship diagram.

ANSWER: D

234. _____ is sometimes referred to as quality table is the starting point in building a house of quality.

- A. Matrix Diagram.
- B. Pie Diagram.
- C. Affinity Diagram.
- D. Relationship Diagram.

ANSWER: B

235. _____ is the Japanese word which means continuous improvement over improvement. a. Kaizen.

- A. Poke yoke.
- B. Poke yoke.
- C. Deming Wheel.
- D. Pareto analysis.

ANSWER: B

236. PDSA was originally developed by _____.

- A. Joseph Juran.
- B. Walter .A. Shewart.
- C. Edward Deming.
- D. Ishikawa.

ANSWER: C

237. Select the one which is not the new tool of quality?

- A. Check sheet.
- B. Histogram.
- C. Pie diagram.
- D. Pareto diagram.

ANSWER: C

238. Cause and effect diagram resembles _____.

- A. bar diagram.
- B. pareto diagram.
- C. pie diagram.
- D. fish bone diagram.

ANSWER: B

239. _____ is also called as 80/20 rule which means 20% of problems account for 80% of the effects.

- A. Pareto analysis.
- B. Stratification analysis.
- C. VED analysis.
- D. Chi- square test

ANSWER: C

240. _____ also known as tally sheet is a form for systematic data gathering and registering to get a clear view of the fact .

- A. Spread sheet.
- B. Work sheet.
- C. Check sheet.
- D. Control charts.

ANSWER: D

241. _____ are a special type of small group activity which forms a vehicle for the development of individuals.

- A. Rich pictures.
- B. Qfd.
- C. Opportunity analysis.
- D. Quality circle.

ANSWER: D

242. _____ is a search for industry best practices that lead to superior performance.

- A. Generic benchmarking.
- B. Consensus mapping.
- C. Bench marking.
- D. Core competence.

ANSWER: A

243. _____ helps to avoid fire fighting and waste of resources by planning for contingencies in the completion of the project

- A. Strategic planning.
- B. Ad-hoc planning.
- C. Contingency planning.
- D. Single use plans.

ANSWER: B

244. _____ demonstrates to yourself, your customers and an independent assessment body that you have an effective quality management system in place

- A. ISO 9001.
- B. ISO 9000.
- C. ISO 2001.
- D. ISO 9002.

ANSWER: C

245. . _____ is used to deliver the raw materials or components to the production line to arrive just in time when their needed

- A. Kaizen.
- B. QFD.
- C. Poke Yoke.
- D. JIT.

ANSWER: D

246. JIT was developed by_____.

- A. Ford.
- B. Toyota motor company.
- C. Hyundai.
- D. Tata motors.

ANSWER: B