

18UBM410-Production and materials management question bank

UNIT-I

1. What type of process would a Cement plant be most likely to use?
a. **Continuous flow** b. Project c. Job shop d. Flow shop
2. Process selection is primarily considered during:
a) **Planning** b) Organizing c) Leading d) Controlling
3. What type of process would a fertilizer plant be most likely to use
a. **Continuous** b. Project c. Job d. Flow shop
4. The type of operation being carried out by an organization depends upon:
a) Degree of standardization b) Volume of output c) Demand d) **Both (a) and (b)**
5. Repetitive processing results in output that is:
a) Highly standardized b) Highly customized c) **Partially customized** d) None of the given options
6. Construction of fertilizer plant is
a. Continuous b. **Project** c. Job d. Flow shop
7. The inputs to a transformation process include all of the following except
a. Material b. People c. Information d. **Transportation**
8. Job shop and batch processing are differentiated on the basis of:
a) **Job requirements** b) Degree of standardization c) Volume of output d) Both (b) and (c)
9. Automation is preferred because it:
a) Offers lesser dependence on workers b) Results in reduction in variable cost c) Offers easy handling of repetitive work d) **All of the given options**
10. Product layout is preferably used for:
a) **Repetitive processing** b) Intermittent processing c) Both (a) and (b) d) Neither (a) nor (b)
11. What are the two basic types of production systems?
a. Automated and manual b. **Intermittent and non-intermittent process** c. Normal and continuous process d. Continuous process and batch

12. Process layout is used for:

- a) **Repetitive processing** b) Intermittent processing c) Both (a) and (b) d) Neither (a) nor (b)

13. The most significant advantage of U-shaped layout is:

- a) Cost minimization b) Easy handling of process c) **Increased flexibility in work**
d) All of the given options

14. The goal of motion study is to achieve:

- a) Cost minimization b) **Maximum efficiency** c) Profitability d) All of the given options

15. Location decisions are viewed primarily as part of:

- a) Marketing strategy b) Growth factors c) Financial aspect d) **Both (a) and (b)**

16. Regional factors for location planning include all of the following except:

- a) Raw materials b) Markets c) Labor considerations d) **Attitudes**

17. Transportation method is a _____ approach.

- a) **Quantitative** b) Qualitative c) Scientific d) All of the given options

18. Poor quality adversely affects:

- a) Costs b) Productivity c) Profitability d) **All of the given options**

19. Which of these layouts is most suitable for processing sugar from sugar beets or sugar cane?

- a. **process-oriented layout** b. fixed-position layout c. focused factory
d. product-oriented layout

20. A product performing consistently refers to which of the following dimensions of quality:

- a) Safety b) Conformance c) Durability d) **Reliability**

UNIT-II

21. What type of process would a paper mill be most likely to use?

- a. **Continuous flow** b. Project c. Job shop d. Flow shop

22. Which of the following is not a type of operations?

- a) goods production b) storage/transportation c) entertainment d) **all the above involve operations**

23. Technology choices seldom affect:

- a) Costs. b) Productivity. **c) Union activity.** d) quality
24. Measurements taken at various points in the transformation process for control purposes are
Called _____
a) plans b) directions c) controls **d) feedback**
- 25 . Budgeting, analysis of investment proposals, and provision of funds are activities associated
with the _____ function.
a) operation b) marketing c) purchasing **d) finance**
- 26 . Which one of the following would not generally be classified under the heading of transformation?
a) assembling b) teaching **c) staffing** d) farming
27. Manufacturing work sent to other countries is called:
a) downsized **b) outsourced** c) internationalization d) vertical integration
28. What name is often given to processes which involve the manufacture of a unique item from
beginning to end?
a. Jobbing processes **b. Continuous processes.** c. Lean production processes. d. Batch processes.
- 29 . Product design and process selection are examples of _____ decisions.
a) financial b) tactical **c) system design** d) system operation
30. The responsibilities of the operations manager are:
a) planning, organizing, staffing, procuring, and reviewing
b) planning, organizing, staffing, directing, and controlling
c) forecasting, designing, planning, organizing, and controlling
d) forecasting, designing, operating, procuring, and reviewing
31. Which of these layouts is most suitable for processing sugar from sugar beets or sugar cane?
a. process-oriented layout b. fixed-position layout c. focused factory d. product-oriented layout
- 32 . Which of the following is not true about systems approach?

- a) A systems viewpoint is usually beneficial in decision making.
- b) A systems approach emphasizes interrelationships among subsystems.
- c) A systems approach concentrates on efficiency within subsystems.**
- d) A systems approach is essential whenever something is being redesigned or improved.

33. What is credited with gains in industrial productivity, increased standards of living and affordable products?

- a) personal computers b. the internet c. mass transportation **d. assembly lines**

34. Which of the following is an example of a Service Business?

- a. Law firm b. Hospital c. Bank d. Retail store **e. All of the above**

35. Production systems with customized outputs typically have relatively:

- a) high volumes of output b) low unit costs c) high amount of specialized equipment
- d) skilled workers**

36. According to the Chase and Dasu (2001) study which of the following are behavioral concepts that should be applied to enhance customer perceptions of a service encounter?

- a. Flow of the service experience b. Flow of time c. Judging encounter performance
- d. All of the above**

37. Which is not a significant difference between manufacturing and service operations?

- a) cost per unit b) uniformity of output c) labor content of jobs **d) Measurement of productivity.**

38. Which of the following is not a characteristic of service operations?

- a) intangible output b) high customer contact c) high labor content **d) easy measurement of productivity.**

39. Which of the following is a recent trend in business?

- a) pollution control b) total quality management **c) supply chain management** d) competition from foreign manufacturers

40 . Farming is an example of:

- A) an obsolete activity b) a virtual organization **c) non-manufactured goods** d) a growth industry

UNIT_III

41. Service strategy development begins by selecting which of the following as an operating focus or performance priority?
- a. Price b. Quality c. Variety d. Treatment **e. All of the above**
42. Dealing with the fact that certain aspects of any management situation are more important than others is called:
- a) analysis of tradeoffs b) sensitivity analysis **c) recognition of priorities** d) analysis of variance
43. The process of comparing outputs to previously established standards to determine if corrective action is needed is called:
- a) planning b) directing **c) controlling** d) budgeting
44. Which of the following does not relate to system design?
- a) altering the system capacity b) location of facilities **c) inventory management**
 - d) selection and acquisition of equipment
- 45 . Based on the Service-System Design Matrix, which of the following has a lower level of “production efficiency”?
- a. Face-to-face loose specs** b. Phone contact c. Internet and on-site technology
 - d. Face-to-face tight specs
46. Taking a systems viewpoint with regard to operations in today's environment increasingly leads decision-makers to consider _____ in response to the _____.
- a) flexibility; pressure to be more efficient
 - b) off shoring; need to promote domestic production
 - c) sustainability; threat of global warming**
 - d) technology; impact of random variation
- 47 . Which of the following is not a benefit of using models in decision-making?
- a) They provide a standardized format for analyzing a problem.
 - b) They serve as a consistent tool for evaluation.

c) They are easy to use and less expensive than dealing with the actual situation.

d) All of the above are benefits.

48 . Modern firms increasingly rely on other firms to supply goods and services instead of doing these tasks themselves. This increased level of _____ is leading to increased emphasis on _____ management.

a) outsourcing; supply chain b) off shoring; lean c) downsizing; total quality d) optimizing; Inventory

49 . Operations and sales are the two-_____ functions in businesses.

a) strategic b) tactical c) support **d) line**

50. Marketing depends on operations for information regarding _____.

a) productivity **b) lead time** c) cash flow d) budgeting

51. Two widely used metrics of variation are the _____ and the _____.

a) mean; standard deviation b) productivity ratio; correlation c) standardized mean; assignable deviation d) randomized mean; standardized deviation

52. Which one is not generally considered an advantage of using models for decision-making?

a) Providing a systematic approach to problem solving. b) Emphasizing quantitative information

c) Providing an exact representation of reality. d) Enabling managers to answer "what if" questions

53 . Which came last in the development of manufacturing techniques?

a) Lean production. b) Division of labor. c) Mass production.

d) Interchangeable parts.

54. The operating characteristic (OC) curve shows the probability of

a) rejection for every possible true percentage of defectives

b) acceptance for every possible true percentage of defectives

c) making type I errors for various percentages of defectives

d) none of the above

55. If an artificial variable remains in the solution with a positive value after the stopping

criterion has been reached, the problem

a) is infeasible b) is optimal c) needs a new basis d) has more than one solution

56. What are the two sources of costs in queuing analysis?

a) Arrivals and departures b) Arrivals and idleness **c) Waiting customers and capacity**
d) Equipment breakdowns and departures

57 . Which of the following statements about variation is FALSE?

a) Variation prevents a production process from being as efficient as it can be.
b) Some variation can be prevented.
c) Variation can be either assignable or random.
d) Any variation makes a production process less productive.

58. Which of the following is essential to consider with respect to managing a process to meet demand?

a) strategy b) demand forecasts c) capacity **d) all of the above**

59. Which one of the following would not generally be considered an aspect of operations management?

a) Schedule work **b) Secure financial resources** c) Maintain quality d) Oversee the transformation process

60 . Which one of these was not mentioned in the list of recent trends in operations management?

a) Total quality management b) Worker involvement c) Global competition. **d) Automation.**

UNIT-IV

61. Which came last in the development of manufacturing techniques?

a) Lean production. b) Division of labor. c) Mass production. d) Craft production.

62. Which of the following is not a type of operations?

a) goods production b) storage/transportation c) entertainment **d) price reduction**

63 . Which of the following is not true about a lean production system?

- a) It puts emphasis on quality, flexibility, and time reduction.
- b) It puts emphasis on reducing a company's labor force.
- c) It is involved in maintaining and improving the system with lower amounts of Inventory.
- d) It relies on buffers against unforeseen occurrences.**

64 . Which one does not use operations management?

- a) A CPA firm. b) A bank. c) A hospital **d) They all use it.**

65. The transportation model method that is used to evaluate location alternatives minimizes total.

- a) sources b) destinations c) capacity **d) shipping costs**

66 . When the flow of materials is variable,

- a) layout by process is most suitable**
- b) layout by product is most suitable
- c) layout by fixed position is most suitable
- d) line balancing is most suitable

67 . A fixed interval system

- a) adds the same predetermined amount to inventory each time replenishment occurs
- b) is suitable for joint replenishment items**
- c) is triggered at the reorder level
- d) requires perpetual monitoring of inventory records

68 . Which of the following terms best defines the nature of Total Quality Management?

- a) An art **b) A philosophy** c) A science d) A social activity

69 . Which of the following is NOT an element of TQM?

- a) Leadership **b) Perceived quality** c) Employee empowerment d) Customer focus

70. Which of the following is an example of appraisal cost?

- a) Rework costs b) Returned goods **c) Testing labs** d) Quality improvement programs

71 . Warranty cost is an example of which of the following?

- a) Internal failure cost **b) External failure cost** c) Prevention cost d) Appraisal cost

72 . Which of the following refers to a continuous measurement of an organization's products and processes against a company recognized as a leader in that industry?

- a) Benchmarking** b) Gap analysis c) Statistical process control d) Continuous improvement

73. Which of the following is the focus of statistical process control?

- a) Determining the efficiency of an operations system
b) Measuring the amount of re-work required to rectify faulty goods
c) Identifying the security needs of an operations system
d) Measuring and controlling process variations

74. Which of the following is a measure of how closely a product or service meets the specifications?

- a) Quality of Conformance** b) Continuous improvement c) Competitive benchmarking
d) Statistical process control

75. Which of the following is not a type of operations?

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76. Technology choices seldom affect:

- a) Costs. b) Productivity. **c) Union activity.** d) Quality.

77. Measurements taken at various points in the transformation process for control purposes are Called _____

- a) Plans b) Directions c) Controls **d) Feedback.**

78. Budgeting, analysis of investment proposals, and provision of funds are activities associated with the _____ function.

- a) Operation b) Marketing c) Purchasing **d) finance**

79. Which one of the following would not generally be classified under the heading of transformation?

- a) Assembling b) Teaching **c) staffing** d) Farming

80. Manufacturing work sent to other countries is called:

- a) Downsized **b) Outsourced** c) Internationalization d) vertical integration

UNIT-V

81. Product design and process selection are examples of _____ decisions.

- a) Financial b) Tactical **c) system design** d) system operation

82. Strategic information is required by

- a) Middle managers b) Line managers **c) Top managers** d) All workers

83. Tactical information is needed for

- a. Day to day operations b. Meet government requirements c. Long range planning
d. Short range planning

84. Operational information is needed for

- a. Day to day operations** b. Meet government requirements c. Long range planning d. Short range planning .

85. In motor car manufacturing the following type of information is strategic

- a. Decision on introducing a new model** b. Scheduling production c. Assessing competitor car
d. Computing sales tax collected

86. Which of the following functions is most unlikely in a purchase section of an organization_____

- a) Production planning** b) order processing c) vendor selection d) training

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100. The responsibilities of the operations manager are:

- a) planning, organizing, staffing, procuring, and reviewing
- b) planning, organizing, staffing, directing, and controlling**
- c) forecasting, designing, planning, organizing, and controlling
- d) forecasting, designing, operating, procuring, and reviewing.

18UBM410 PRODUCTION AND MATERIALS MANAGEMENT

UNIT-I

1. Define production.
2. Define plant location.
3. Define site location.
4. Define layout.
5. Define production planning.
6. Define product layout.
7. Define process layout.
8. Define maintenance cost.
9. Define specialization.
10. Define floor area.

UNIT-II

11. Define routing.
12. Define loading.
13. Define scheduling.
14. Define dispatching.
15. Define expediting.
16. Define production planning.
17. Define production control.
18. Write any two features of production control.
19. Write two objectives of production control.
20. Write any two advantages of scheduling.

UNIT-III

21. Define materials management.
22. Define purchasing.
23. Define contracts.
24. Define quotations.
25. Define purchase order.
26. Write any two steps in purchasing decision.
27. Write any two advantages of integrated material management.
28. Write any two fundamental principles of material management.
29. Write any two objectives of integrated material management.
30. Write any two functions of integrated material management.

UNIT-IV

31. Define change orders.
32. Define purchase requisition.
33. Define store keeping.
34. Define inventory control.
35. Define Dead stock.
36. Define equipment reliability.
37. Define Buffer storage.
38. Define weight ratio principle.
39. Define space-saving principle.
40. Explain the structure of material management.

UNIT-V

41. Define preventive maintenance

42. Define predictive maintenance.
43. Define break down maintenance.
44. Define inspection.
45. Define identification of materials.
46. Define surplus stock.
47. Write out two principles of material handling.
48. Write out two importance of material handling.
49. List out any two breakdown preventive measures for productive maintenance.
50. Write any two criteria for selection of material handling equipments.

18UBM410 PRODUCTION AND MATERIALS MANAGEMENT

K3 QUESTIONS

UNIT-I

1. List down the steps in selecting site location.
2. Write down the principles of plant layout.
3. Explain process based layout.
4. List down the advantages of process based layout.
5. List down the disadvantages of process based layout.

UNIT-II

6. List down the advantages of product based layout.
7. List down the disadvantages of product based layout.
8. Write down the objectives of production planning and control.
9. Explain fixed position layout.
10. Write down the principles of production planning and control.

UNIT-III

11. Explain routing and its procedure.
12. Explain principles of scheduling.
13. Write short note on loading.
14. Write short note on expediting.
15. Explain the fundamental principles of materials management

UNIT-IV

16. Write down the structure of integrated materials management.
17. Explain the functions/activities of integrated materials management.

18. List down the objectives of material handling system.
19. Explain the importance of material handling system.
20. Write down the planning principles of material handling system.
21. Write down the principles related with equipment.
22. Write down the principles of cost reduction.

UNIT-V

23. Explain the general principles of material handling system.
24. Write down the objectives of maintenance management.
25. Explain the causes of Break down maintenance.
26. Explain the functions of preventive maintenance.
27. Explain the advantages and disadvantages of preventive maintenance.
28. Explain VED ,FSN analysis.
29. Write down the objectives of store keeping.
30. Write short note on Bin cards.
31. Write short note on EOQ analysis.

18UBM410 PRODUCTION AND MATERIALS MANAGEMENT

K4 QUESTIONS

UNIT-I

1. . Write down the factors considered in choice of plant location.
2. Write down the advantages and disadvantages of urban plant location.
3. Write down the advantages and disadvantages of rural plant location.
4. List down the factors influencing plant layout.
5. Explain combined layout.

UNIT-II

6. write short note on factors affecting production planning and control
7. Examine the factors affecting scheduling.
8. Write down the functions of dispatching.
9. List down the advantages of integrated materials management.
- 10 . Write down the objectives of purchasing.

UNIT-III

11. Explain the principles of purchasing.
12. Explain steps in purchasing function.
13. Enumerate and explain fundamental principles of material management.
14. Explain integrated material management.
15. Enumerate and explain structure for material management.

UNIT-IV

16. Explain the criteria for selection of material handling equipments.
17. List down the functions of maintenance management.
18. Explain the ways of preventive /routine maintenance.
19. Write short note on ABC analysis.
20. Explain break down preventive and productive maintenance.

UNIT-V

21. Write down the functions of store keeping.
22. Explain the duties and responsibilities of store keeping.
23. Explain and enumerate the basic tools of inventory control.
24. Explain replenishment of stock materials demand forecasting.
25. Give a detailed note on Bin cards and stock records.