

**University of Mumbai**  
**Examination 2020 under cluster 4 (PCE)**

Program: BE Mechanical Engineering

Curriculum Scheme: Rev. 2012

Examination: Fourth Year Semester VIII

Course Code: MEE80210 and Course Name: World Class Manufacturing

Time: 1 hour

Max. Marks: 50

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R12\_Mech\_VIII\_MEE80210\_QP4

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Note to the students:- All the Questions are compulsory and carry equal marks .

Q1.	According to Schonberger's (1986), the goal of world-Class Manufacturing (WCM) is
Option A:	Continual and rapid improvement
Option B:	Noting the issues only
Option C:	Inspecting of the process
Option D:	Inspecting the product
Q2.	Which organisation directs self-assessment as 'a comprehensive, systematic, and regular review of the organisation's activities and results referenced against a model of business excellence
Option A:	Taguchi Institute
Option B:	European Foundation for Quality
Option C:	Management (EFQM) ISO 9000
Option D:	International Quality Foundation
Q3.	In agricultural age key resources were
Option A:	land and natural resources
Option B:	money and machine
Option C:	nothing specific
Option D:	Both A and B
Q4.	Which best describes the process of benchmarking?
Option A:	Comparison of actual performance with budget
Option B:	Comparison of the costs of one product with another
Option C:	Comparison of direct competitors' performance
Option D:	Comparison of the performance of one operation or business with another
Q5.	What determines the value of product
Option A:	Its technology
Option B:	Its market price
Option C:	The price customer is ready to pay
Option D:	The market prices of competing product

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Q6.	Which of the following value drivers is less likely to contribute to customer retention?
Option A:	customization
Option B:	Product line breadth
Option C:	Network extremalities
Option D:	Geographical scope
Q7.	What determines a superior market position compared to competitors?
Option A:	The difference between value and cost
Option B:	Superior technology
Option C:	Economies of scope
Option D:	Cost leadership
Q8.	The buyer's surplus is
Option A:	A source of customer sensitivity
Option B:	The difference between a product's value and its market price
Option C:	The difference between the cost to produce the product and its market price
Option D:	A firm's total economic contribution
Q9.	Sample size of 1 square metre is observed in which type of chart?
Option A:	C chart
Option B:	P chart
Option C:	nP chart
Option D:	R chart
Q10.	What is capability ratio?
Option A:	The ratio of process capability and number of units inspected
Option B:	The ratio of specification range and process capability
Option C:	The ratio of number of defectives and process capability
Option D:	The ratio of number of defectives and number of units inspected
Q11.	Inspection confirms that
Option A:	The process is in control
Option B:	Workers are motivated
Option C:	Product meets specification
Option D:	Quality problems are solved
Q12.	SPC helps determine
Option A:	If assignable causes are disturbing the process
Option B:	If vendor performance is falling
Option C:	If customers are happy
Option D:	If customers are motivated
Q13.	Control charts help in

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Option A:	Reaching six sigma
Option B:	Keeping workers motivated
Option C:	Rejecting parts supplied by vendors
Option D:	Deciding when to investigate the process
Q14.	The steps involved serially in method study are
Option A:	Select – Record – Examine – Develop – Define – Install – Maintain
Option B:	Select – Define – Examine – Develop – Record – Install – Maintain
Option C:	Select – Record – Develop – Examine – Define – Install – Maintain
Option D:	Select – Record – Examine – Define – Develop – Install – Maintain
Q15.	Under which of the following authority, an HR manager took decision to provide training to its employees regarding the operations of newly installed machine?
Option A:	Staff
Option B:	Functional
Option C:	Line
Option D:	Implied
Q16.	The human resource management functions aims at
Option A:	ensuring that the 'human resources possess, adequate capital, tool equipment and material to perform the job successfully
Option B:	improving an Organisation's creditworthiness among financial institutions
Option C:	helping the Organisation deal with its employees in different stages of employment
Option D:	Ensuring financial & Marketing Stability
Q17.	A knowledge generation process includes all of the following except:
Option A:	Acquire
Option B:	Rent
Option C:	Dedicate
Option D:	Require
Q18.	The preeminent contributor to value creation is
Option A:	Knowledge
Option B:	Cheaper material
Option C:	Easily available labour
Option D:	none of the above
Q19.	The idea of managing knowledge is _____ because it not something one typically thinks of as being managed.
Option A:	Abstract
Option B:	Concrete
Option C:	Figurative

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Option D:	All of the above
Q20.	Which of the following is not type of business?
Option A:	Expert driven
Option B:	Experience driven
Option C:	Expense Driven
Option D:	Efficiency driven
Q21.	Plan-do-study-act cycle is a procedure to _____
Option A:	Overall improvement
Option B:	Continuous improvement
Option C:	Permanent improvement
Option D:	Immediate improvement
Q22.	Juran's Quality trilogy emphasizes the roles of quality planning, quality control and _____
Option A:	Quality enhancement
Option B:	Quality improvement
Option C:	Quality maintenance
Option D:	Quality Definition
Q23.	Quality Circles members are _____
Option A:	Paid according to their contribution to quality
Option B:	External consultants designed to provide training in the use of Quality tools
Option C:	Always machine operators
Option D:	None of the three
Q24.	Quality management includes forming and directing a team of people to achieve a qualitative goal within an effective cost and time frame that results in _____
Option A:	a project completed in shortest possible time.
Option B:	a product or service that conforms to the required specifications.
Option C:	an award-winning product that brings public recognition to the project
Option D:	an innovative project that establishes qualification of the project team
Q25.	DMAIC is _____
Option A:	develop, multiply, analyze, improve, check
Option B:	define, multiply, analyze, improve, control
Option C:	define, measure, analyze, improve, control
Option D:	define, manufacture, analyze, improve, control

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<b>Question</b>	<b>Correct Option (Enter either 'A' or 'B' or 'C' or 'D')</b>
Q1.	A
Q2.	B
Q3.	A
Q4	D
Q5	C
Q6	D
Q7	A
Q8.	B
Q9.	A
Q10.	B
Q11.	C
Q12.	A
Q13.	D
Q14.	A
Q15.	B
Q16.	C
Q17.	D
Q18.	A
Q19.	A
Q20.	C
Q21.	B
Q22.	B
Q23.	D
Q24.	B
Q25.	C