1. What refers to the process of grouping of related activities and assigning them to a manager with authority to supervise it?
   (a) Staffing  
   (b) Directing  
   (c) Planning  
   (d) Organising  
   Ans: d

2. Which one of the following is not included in the staffing process?
   (a) Recruitment  
   (b) Placement  
   (c) Demotion  
   (d) Appraisal  
   Ans: c

3. Which one of the following is not an element of planning?
   (a) Objectives  
   (b) Policies  
   (c) Budgets  
   (d) Analysis  
   Ans: d

4. From the systems point of view, which of the following is not a characteristic of management?
   (a) Interlinked  
   (b) interdependent'  
   (c) Dispersed  
   (d) Complex& intertwined  
   Answer: c

5. Which one of the following phrase best describes the management functions?
   (a) omnipresent  
   (b) omniscient  
   (c) ubiquitous  
   (d) permanent  
   Answer: c

6. Which one of the following ends with decision making?
   (a) planning  
   (b) organizing  
   (c) implementing  
   (d) coordinating  
   Answer: c

7. According to Henri Fayol management process covers all except
   (a) organizing  
   (b) commanding  
   (c) coordinating  
   (d) controlling  
   Answer: c

8. Which one of the following stages is not included in planning?
   (a) Goal identification  
   (b) Exploring courses of action  
   (c) Evaluation based in demerits  
   (d) Select the best course of action  
   Answer: c

9. Fayol’s principle that states that an employee should receive orders from one superior only is called
   (a) unity of direction  
   (b) scalar chain  
   (c) order  
   (d) unity of command  
   Answer: d

10. The managerial function that provides all guidance and inspiration to the people at work to carry out their assigned duties and responsibilities is called as
    (a) Directing  
    (b) Controlling  
    (c) Staffing  
    (d) Planning  
    Answer: c

11. Line organization is also called as
    (a) Flat  
    (b) Vertical  
    (c) Scalar  
    (d) Matrix  
    Answer: c

12. Staff authority flows
    (a) downwards  
    (b) upwards  
    (c) laterally  
    (d) diagonal  
    Answer: a
b) upwards  

c) both downwards and upwards  

d) cross wise  

Answer: a

13. What does ‘Espirit de corps’ stand for?  
a) team work  
b) right thing in right place  
c) initiation  
d) avoiding frequent transfers  

Answer: b

14. Who is regarded as father of scientific management?  
a) Henri fayol  
b) Mc gregor  
c) F.W Taylor  
d) Charles Babbage  

Answer: c

15. Who is regarded as father of modern management?  
a) F.W Taylor  
b) Mc gregor  
c) Henri fayol  
d) Boulton  

Answer: c

16. Who gave Two Factor Theory of Motivation?  
a) Vroom  
b) Hertzberg  
c) Fayol  
d) Maslow  

Answer: b

17. Which one of the following is not one of the fayols principles of management?  
a) Authority  
b) Remuneration  
c) Decentralization  
d) Unity of Direction  

Answer: d

18. The obligation on the part of the subordinate to complete the given job is called  
a) Authority  
b) Power  
c) Responsibility  
d) Reliability  

Answer: b

19. The type of organisation preferred for a steel industry, is  
a) line organization  
b) Functional organization  
c) line and staff organization  
d) line, staff and functional organization  

Answer: b

20. What is the type of organization when the authority is delegated to the regional offices?  
a) Centralized  
b) Decentralized  
c) Both  
d) Power  

Answer: b

21. The line organization is favoured because  
a) More scope for favourtism  
b) No scope for specialization  
c) Flexibility  
d) No scope for nepotism  

Answer: b

22. Which one of the following refers to a project organization?  
a) Line organization  
b) Military organization  
c) Scalar organization  
d) Matrix organization  

Answer: d

23. What refers to the line of flow of authority from the management to every subordinate in the organization?  
a) Unity of command  
b) Flow of authority  
c) Span of management  
d) Delegation of authority  

Answer: b
24. What is the process of classifying the organization on the basis of similar activities?
   a) Formulation
   b) Departmentation
   c) Execution
   d) Implementation
   Answer: b

25. What refers to the effective control of a number of subordinates by a supervisor at a given point of time?
   a) Management
   b) Control of power
   c) Span of control
   d) Authority
   Answer: c

26. Which of the following refers to the policies & procedures of the organization?
   a) Manual
   b) Book
   c) Journal
   d) Record
   Answer: a

27. Which of the following is a merit for the functional organization?
   a) Calls for more coordination
   b) Delayed decision making
   c) Offers better control
   d) Expensive in terms of time
   Answer: c

28. The common bases of departmentation include all of the following except
   a) Functional design
   b) Product design
   c) Fancy design
   d) Geographical design
   Answer: c

29. Organisation as a structure refers to all of the following except
   a) Two or more persons
   b) Common goals
   c) Division of work
   d) Powerful leader
   Answer: d

30. An organisation may be viewed as
   a) A group of people united by a common purpose
   b) An ongoing business unit engaged in utilizing resources to create a result
   c) A structure of relationships between various positions in an organization
   d) A process by which employees, facilities and tasks are related to each other with a view to achieve specific goals
   Answer: c

31. Organizational structure refers to the way that
   a) Job tasks are formally divided, grouped, and coordinated
   b) Decisions are made and supported
   c) Control of operations, marketing, and distributing
   d) Management and leadership structure and organization
   Answer: a

32. Hospitals might have departments devoted to research, patient care, accounting, and so forth. This type of departmentalization is called
   a) Process departmentalization
   b) Functional departmentalization
   c) Unit departmentalization
   d) Product departmentalization
   Answer: b

33. One of the most popular ways to group activities is by
   a) Process
   b) Product
   c) Functions
d) Geography

Answer: c

34. Sun Petroleum Products departmentalizes by fuels, lubricants, and waxes and chemicals. This is an example of departmentalization by

a) Job design
b) Functions
c) Process
d) Product

Answer: d

35. Which type of departmentalization achieves economies of scale by placing people with common skills and orientations into common units?

a) Functional
b) Product
c) Process
d) Technical

Answer: a

36. When jobs are grouped together based on a particular type of customer, this is known as

a) Work specialization
b) Customer departmentalization
c) Centralization
d) Job structuring

Answer: b

37. Which of the following trends is gaining momentum?

a) Geographic departmentalization
b) Using more customer departmentalization
c) Using less departmentalization
d) Process departmentalization

Answer: b

38. The unbroken line of authority that extends from the top of the organization to the lowest echelon and clarifies who reports to whom is termed

a) Chain of command
b) Authority
c) Unity of command
d) Power

Answer: a

39. What is span of control?

a) Pushing decisions down to lower-level employees
b) Number of subordinates a manager can effectively direct
c) Centralization
d) Empowering lower-level employees

Answer: b

40. Centralization refers to

a) The geographic dispersion of an organization
b) The development and maintenance of power in an organization
c) The decision-making process
d) The degree to which decision-making is concentrated at a single point in the organization

Answer: d

41. Organizational behaviour is best defined as a field of study that investigates the impact that the following three components have upon behaviour in organizations

a) Individuals, groups, structure
b) Groups, teams, systems
c) Individuals, teams, departments
d) Groups, teams, structure

Answer: b
42. Who is a person who advanced early scientific management principles?
   a) Taylor
   b) Fayol
   c) Weber
   d) Vest
   Answer: a

43. A reporting relationship in which an employee receives orders from, and reports to, only one supervisor is known as
   a) Line of authority
   b) Centralization.
   c) Unity of direction
   d) Unity of command.
   Answer: d

44. Which is not one of Fayol's principles?
   (a) Authority and responsibility
   (b) Line of authority
   (c) Globalization
   (d) Unity of command
   Answer: c

45. According to Frederick Taylor, who was to blame for the inefficiency in organisations?
   (a) The unions.
   (b) The managers.
   (c) The organisation as a whole.
   (d) The worker
   Answer: b

46. Which of the following was the key aim of scientific management?
   (a) To increase worker control of production.
   (b) To increase productivity.
   (c) To decrease absenteeism.
   (d) To develop time-and-motion studies.
   Answer: b

47. Scientific management gave rise to which of the following modern disciplines?
   a) Theory Y.
   b) Behavioural science.
   c) Socio-technical systems.
   d) Operations research.
   Answer: d

48. Planning is:
   (a) looking ahead,
   (b) guiding people,
   (c) delegation of authority,
   (d) Fundamentals of staffing
   Answer: a

49. Which of the following is not a technique of planning?
   (a) Budgeting
   (b) Balanced score card
   (c) PERT CPM
   (d) Management by Objectives.
   Answer: b

50. Organizing refers to
   (a) Planning,
   (b) Delegation of authority,
   (c) Training,
   (d) Selection
   Answer: b

51. For effective organizing, an organization required
   (a) Principle of balance,
   (b) Span of management,
   (c) Organization process,
   (d) Planning and forecasting
   Answer: b

52. Unity of command means:
   (a) parity of authority and responsibility,
   (b) Flow of command from subordinate to superior,
   (c) Flow of command from superior to subordinate,
   (d) Parity in controlling.
   Answer: c

53. Staffing refers to:
   (a) Measuring performance,
   (b) Managing the positions,
   (c) Management in action,
   (d) Making strategic plans.
   Answer: b

54. Staffing needs:
   (a) Man power planning,
55. Which step in Maslow’s Hierarchy of Needs Theory deals with achieving one’s potential?
(a) Esteem  
(b) Physiological  
(c) Self-actualization  
(d) Social
Answer:  c

56. When departmentation is done based on production, sales, financing and personnel, it is termed as
(a) Functional departmentation 
(b) Product departmentation 
(c) Composite departmentation 
(d) Customer departmentation 
Answer:  a

57. The concept of span of control was propounded by
(a) Graicunas  
(b) Fayol  
(c) Taylor  
(d) Mc Gregor 
Answer:  a

58. Theory __ is based on positive assumptions about workers.
(a) Z  
(b) X  
(c) Y  
(d) C
Answer:  c

59. Which of the following is NOT part of the mix of behavioural sciences informing organisation behaviours?
(a) Social psychology.  
(b) Organisational theory.  
(c) Systems theory.  
(d) Psychology 
Answer:  c

60. Which of the following is the ‘odd one out’?
(a) Management science.  
(b) Management accounting.  
(c) Operations management.  
(d) Systems management.  
Answer:  d

**UNIT II**

1. What refers to the arrangement of machinery, equipment and other industrial facilities?
A. Plant lining  
B. Plant location  
C. Facility location  
D. Plant layout 
ANSWER: d

2. The objective of good layout is to
A. reduce production  
B. reduce wastages  
C. reduce productivity  
D. reduce labour  
ANSWER: B

3. Which type of layout is also called as functional layout?
A. Process  
B. Product  
C. Line  
D. Matrix  
ANSWER: A

4. Grouping together of like machines in one department is in layout.
A. product  
B. process  
C. group  
D. parallel  
ANSWER: B

5. Product layout is also called as
A. line  
B. cellular  
C. process  
D. functional  

ANSWER: A
6. In what type of layout machineries are arranged according to the sequence of operations?
   A. process
   B. group
   C. matrix
   D. line
   ANSWER: D
   
7. Which type of layout is suitable for non-repetitive or standard types of production?
   A. Process
   B. Product
   C. Group
   D. Matrix
   ANSWER: A
   
8. The layout which is a combination of functional layout and line layout is?
   A. Cellular
   B. Group
   C. Product
   D. Process
   ANSWER: B
   
9. Ship Building and Aircraft manufacturing is an example of?
   A. combined layout
   B. matrix layout
   C. fixed layout
   D. group layout
   ANSWER: C
   
10. In which layout machines are grouped into cells and the cells function somewhat like a product layout in larger shop or process layout.
    A. functional
    B. fixed
    C. matrix
    D. cellular
    ANSWER: D
    
11. Product layout is suitable for which type of production.
    A. small
    
12. Which of the following type of layout is suitable for automobile manufacturing concern?
    A. product layout
    B. combination layout
    C. process layout
    D. fixed position layout
    ANSWER: A
    
13. Process layout is employed
    A. where low volume of production is required
    B. where similar jobs are manufactured on similar machines
    C. where machines are arranged on functional basis
    D. all of the above
    ANSWER: D
    
14. Process layout is also known as
    A. static product layout
    B. synthetic layout
    C. analytical layout
    D. combination layout
    ANSWER: C
    
15. In which layout all machines or process of the same type are grouped together.
    A. Fixed position
    B. Factory
    C. Process
    D. Product
    ANSWER: C
    
16. The 4Ms does not include.
    A. men
    B. material
    C. message
    D. machinery
    ANSWER: C
    
17. Which study is concerned with the determination of the amount of time required to perform a unit of work.
A. method
B. motion
C. work
D. time
ANSWER: D

18. Work study involves
A. only method study
B. only motion study
C. method study and work measurement
D. only work measurement
ANSWER: C

19. The chart which gives an estimate about the amount of materials handling between various work stations is known as
A. process chart
B. travel chart
C. operation chart
D. flow chart
ANSWER: B

20. What deals with the efficient design and execution of manual work?
A. Time study
B. Method study
C. Work study
D. sample study
ANSWER: C

21. What deals with the techniques of analyzing the ways to do a given job better?
A. Time study
B. Method study
C. Work study
D. sample study
ANSWER: B

22. What seeks to measure the time required to perform the job?
A. Time study
B. Method study
C. Work study
D. sample study
ANSWER: A

23. Which is not a benefit offered by work study?
A. enhances employee morale
B. enables the worker to earn incentives
C. maximize time
D. enhances productivity of the workers
ANSWER: C

24. What is a relatively low cost way of designing work for high productivity?
A. motion study
B. work study
C. time study
D. sample study
ANSWER: B

25. Which is not a factor to be considered before taking a decision to employ work study?
A. anticipated life of the job
B. cost and utilization of equipment
C. importance of job
D. depreciated life of the job
ANSWER: D

26. Which of the following is not a purpose of work measurement?
A. develop incentive schemes
B. determine maximum no of machines and men
C. determine the production schedules
D. standardize jobs interms of standard time
ANSWER: B

27. What is the systematic recording and critical examination of the existing and proposed ways of doing work?
A. work study
B. time study
C. method study
D. sample study
ANSWER: C

28. Which of the following is not a measuring device?
A. stop watch
B. electronic timer
29. The amount of time required to complete a unit of work under given working conditions is called
A. basic time
B. standard time
C. allowance time
D. normal time
ANSWER: B

30. Which of the following is not an application of the standard time?
A. jobs of different nature can be compared
B. determination of incentives for saving time
C. rate of efficiency of worker can be assessed
D. impact of change in working conditions on efficiency
ANSWER: A

31. What is the other name for work sampling?
A. basic sampling
B. standard sampling
C. activity sampling
D. fixed sampling
ANSWER: C

32. Which of the following is not a process recording techniques?
A. Flow process chart
B. inline process chart
C. outline process chart
D. Two handed process chart
ANSWER: B

33. According to outline of method study, which is not a stage related to the study?
A. develop
B. record
C. dismantle
D. maintain
ANSWER: D

34. Which of the following is not a stage in the work measurement process?
A. break
B. measure
C. decide
D. allow for allowances
ANSWER: C

35. What is distinct part of an operation, capable of being observed, measured and analyzed?
A. time
B. component
C. process
D. element
ANSWER: D

36. What are used in micro motion studies?
A. outline process chart
B. Simo charts
C. operation process chart
D. three handed process chart
ANSWER: B

37. Which identifies the main events sequence wise considering only operations and inspections?
A. outline process chart
B. Two handed process chart
C. operation process chart
D. three handed process chart
ANSWER: B

38. Which layout facilitates high degree of automation to minimize fatigue and error?
A. product layout
B. process layout
C. flexible layout
D. fixed layout
ANSWER: A

39. Which layout has relatively high degree of flexibility?
A. product layout
B. process layout
C. flexible layout
40. What is a determinant of productivity and profitability?
A. resources layout
B. plant layout
C. plant location
D. facilities layout
ANSWER: B

41. What is an advantage for process layout?
A. larger production cycle
B. higher material handling costs
C. interesting to workers
D. higher wage bill
ANSWER: C

42. Optimization implies
A. maximizes costs, maximizes revenues
B. minimizes costs, minimizes revenues
C. maximizes costs, minimizes revenues
D. minimizes costs, maximizes revenues
ANSWER: D

43. What is an advantage of product layout?
A. huge capital outlay
B. little flexibility
C. discontinuity in production likely
D. lower cost of material handling
ANSWER: D

44. Which of the following is a disadvantage for product layout?
A. faster production
B. easy monitoring
C. effective team work
D. threat of duplication
ANSWER: D

45. Which of the following is not a major system of plant layout?
A. product layout
B. flexible layout
C. process layout
D. fixed layout

46. What is the effect of a good plant layout on the material handling costs?
A. maximizes
B. minimizes
C. stable
D. goes negative
ANSWER: B

47. Which of the following is a continuous production process?
A. batch production
B. mass production
C. job production
D. flow line production
ANSWER: B

48. Which of the following has high work in progress?
A. batch production
B. mass production
C. job production
D. flow line production
ANSWER: A

49. What considers the effective utilization of resources?
A. batch production
B. mass production
C. job production
D. flow line production
ANSWER: B

50. What technique minimizes the material handling costs?
A. work study
B. plant layout
C. work in progress
D. cost per unit
ANSWER: B

51. Which of the following requires moderate degree of planning?
A. batch production
B. mass production
C. job production
D. flow line production
ANSWER: C
52. Which of the following is not a method of production?
A. mass production
B. flow line production
C. interrupted production
D. intermittent production
ANSWER: C
53. What requires relatively less time to set up machines?
A. batch production
B. mass production
C. job production
D. flow line production
ANSWER: A
54. What type of production is used for ready made garments?
A. batch production
B. mass production
C. job production
D. just in time
ANSWER: A
55. What type of production is used for cars and scooters?
A. batch production
B. mass production
C. job production
D. Flow production
ANSWER: D
56. Which of the following factor is a disadvantage to mass production?
A. division of labour
B. work study techniques
C. Sophisticated quality control techniques
D. small scale economies
ANSWER: B
57. Which of the following has product type plant layout?
A. batch production
B. mass production
C. job production
D. Flow production
ANSWER: B
58. For ship building type of production is used
A. batch production
B. mass production
C. job production
D. Flow production
ANSWER: C
59. The type of production where the cost of production per unit is the least is called
A. batch production
B. mass production
C. job production
D. Flow production
ANSWER: B
60. What deals with the efficient design and execution of manual work?
A. time study
B. method study
C. work study
D. sample study
ANSWER: C

Unit - IV

1. Which of the following refers to the process of managing the human resources of an organization in tune with the vision of the top management?
   a) CRM
   b) HRM
   c) HRD
   d) PM & IR ans:b
2. What is a strategically driven process?
   a) HRD
   b) PM & IR
   c) HRM
   d) CRM ans:c
3. Which of the following is not a function of HRM?
   a) Focusing on team building
   b) Developing product sensitive management style
   c) Empowering employees
   d) Evaluating self appraisals ans:b
4. What refers to the process of managing people enabling them to contribute their best for the attainment of organization goals?
   a) HRM
   b) HRD
   c) Personnel management
   d) Industrial relations  ans:c

5. What refers to the relations between the employees and the management?
   a) HRD
   b) Personnel management
   c) Industrial management
   d) HRM  ans:c

6. Who focused on Compensation, Integration and Maintenance of people in the organization?
   a) Peter F Ducker
   b) Flippo
   c) Pigours & Myres
   d) Pyle  ans:b

7. The process of formulating a personnel program, which is determined in advance is called
   a) Planning
   b) Organization
   c) Directing
   d) Controlling  ans:a

8. The process of creating an environment integrating individual interests and organizational interests is known as
   a) Development
   b) Compensation
   c) Integration
   d) Maintenance  ans:c

9. Which of the following is not a feature of personnel management?
   a) Aims to achieve efficiency
   b) Aims to achieve proficiency
   c) Aims to achieve justice
   d) Concerned with people at work  ans:b

10. Who defined personnel mgt as a method of developing the employee potential?
    a) Clark & clark
    b) MB Athreya
    c) Pigours & Myres
    d) Philip kotler  ans:c

11. Which of the following is not a feature of personnel Management?
    a) Is concerned with employees
    b) Is a method of helping employees
    c) Managers people at the lower level in the organization only
    d) Is a method of channelizing the potential  ans:c

12. What is an expression of the values and beliefs of the organization?
    a) Induction
    b) Personnel policy
    c) Recruitment
    d) Service  ans:b

13. What refers to the activities of a specialist responsible for devising and executing the personnel policies and strategies in the organization?
    a) HRM
    b) PM
    c) IT
    d) HRD  ans:b

14. Who referred to the goal of personnel mgt as employee orientation while the goal of HRM is organization oriented?
    a) GA Cole
    b) Pyle
    c) Flippo
    d) Pigorous & Myres  ans:a

15. Which of the following is benefit of HRM?
    a) Decreases the employee productivity
    b) Decreases the employee commitment to the organization
    c) Pre requisite for lower productivity
    d) Ensures that the right person is selected for the right job  ans:d
16. Which of the following is not a concern of HRM?
   a) Minimizing conflicts
   b) Meeting technology changes
   c) Accommodate varying interest of a common workgroup
   d) Equipping the available staff in terms of skill set  ans:c

22. Which of the following is not an advantage of job analysis?
   a) Helps to develop job description
   b) Aids for assessing training needs
   c) Forms a pre requisite to job description
   d) Aids for assessing the performance of employees  ans:c

23. What refers to the process of identifying the tasks compressing a particular job to assess whether they could be organized in productive manner?
   a) Job description
   b) Job analysis
   c) Job specification
   d) Job  ans:b

24. Which of the following is not a content of job description?
   a) Job title
   b) Personnel
   c) Main objectives
   d) What authority one has  ans:b

25. Which of the following is not an advantage of job description?
   a) Forms the basis to identify job specification
   b) Explains the nature of duties of the job
   c) Evaluates or assesses the skills of the employee
   d) Motivates potential candidates to apply for the job at the time of advertisement  ans:c

26. What refers to the identification of the requirements on the part of the person to perform the given job?
   a) Job specification
   b) Job analysis
   c) Job description
   d) Job design  ans:a
27. What refers to the number of employees leaving the organization as against the total number of employees on the payroll per year?
   a) Manpower planning  
   b) Labor turnover  
   c) Job description  
   d) Job analysis  
   ans: b
28. Which of the following is not a disadvantage of high labor turnover?
   a) Additional overtime costs  
   b) Loss of output  
   c) Decreased selection costs  
   d) Under utilization of equipment  
   ans: c
29. Which one of the following is not a reason for labor turnover?
   a) Resignation  
   b) Discharges  
   c) Layoffs  
   d) Promotions  
   ans: d
30. Which of the following implies ‘assessing the requirements of human resources at different levels in the organization?
   a) Manpower planning  
   b) Personnel management  
   c) Labor turnover  
   d) Job specification  
   ans: a
31. Which of the following is not an important for manpower planning?
   a) Helps decision makers  
   b) Helps line managers  
   c) Directly contributes to the achievement of personnel objectives  
   d) Enables the organization to secure the right kind of human resources  
   ans: c
32. Which of the following is not a strategy involved in manpower planning?
   a) Succession strategy  
   b) Performance strategy  
   c) Recruitment strategy  
   d) Staff development strategy  
   ans: b
33. Which of the following is not a stage in the recruitment strategy?
   a) Advertising the vacancy position  
   b) Screening the applications  
   c) Conducting the interview  
   d) Dismissing the employee  
   ans: d
34. Which of the following is not a stage in manpower planning?
   a) Staff development  
   b) Planning for succession  
   c) Performance indication  
   d) Redundancy in the organization  
   ans: c
35. What sets forth the requirements sought in the person who is to perform the work?
   a) Job analysis  
   b) Job specification  
   c) Job description  
   d) Job design  
   ans: b
36. What takes care of the number and types of staff required and why and when they are required?
   a) Succession strategy  
   b) Staff development strategy  
   c) Recruitment strategy  
   d) Redundancy strategy  
   ans: c
37. What attempts to contain the damage to the organization, in case the employees are to be separated from the jobs?
   a) Succession strategy  
   b) Staff development strategy  
   c) Recruitment strategy  
   d) Redundancy strategy  
   ans: d
38. Which is not a concern for staff development strategy?
   a) Training  
   b) Development  
   c) Staffing
39. What considers the contingency arrangements in the event of non-availability of the right candidates?
   a) Succession strategy
   b) Staff development strategy
   c) Recruitment strategy
   d) Redundancy strategy
   ans: b

40. What does the higher labor turnover indicate?
   a) The exact number of right staff for right jobs
   b) The description of principal duties to be performed
   c) Poor handling of personnel matters
   d) The major tasks undertaken
   ans: c

41. Which of the following refers to inputs into the production process?
   a) Materials
   b) Work in progress
   c) Spare parts
   d) Components
   ans: a

42. What refers to the process of planning, organizing and controlling the materials in a given organization particularly armed forces?
   a) Supply management
   b) Material management
   c) Logistics management
   d) Operations management
   ans: c

43. What refers to all the idle physical stocks which have economic value?
   a) Items in store
   b) Inventory
   c) Materials in transit
   d) Materials in process
   ans: b

44. What refers to the scientific method of providing the right type of material at the right time in the right quantities and at the right price to sustain the given production schedules?
   a) Stock control
   b) Material control
   c) Inventory control
   d) Disaster control
   ans: c

45. Which of the following is not an objective of inventory control?
   a) Ensure economy of cost
   b) Avoid accumulation in materials
   c) Maximize investment in materials
   d) Maintain adequate inventories
   ans: c

46. Which of the following is a factor affecting inventory control function?
   a) Decrease in material price
   b) Decreasing lead time
   c) Excessive storage cost
   d) Gradual changes in production plans
   ans: c

47. Which of the following is not an objective of the purchasing function?
   a) Explore and develop other sources of supply
   b) Ensure interrupted flow of supplies
   c) Obtain the best value for money spent
   d) To train staff, make policies and procedures
   ans: b

48. Which of the following is not a feasible that justifies decentralization?
   a) Companies that process single nature raw materials
   b) Technology oriented firms
   c) Services-oriented firms
   d) Multi-plant manufacturing firms
   ans: c

49. Who receives the inward invoice?
   a) Supplier
b) Vendor

50. Which of the following is a benefit reaped for a rational purchasing decision?
   a) Increased lead times
   b) Slow turnover of inventory
   c) Increase in transport cost
   d) Reduced obsolescence in materials
      ans:d

51. What refers to the ways and means of reaching the customer through the intermediaries?
   a) Marketing strategies
   b) Distribution
   c) Channel of distribution
   d) Growth stage
      ans:c

52. Which of the following is not a factor affecting the choice of channel of distribution?
   a) Degree of competition
   b) Nature of company’s business
   c) Type of product sold
   d) Operating profit
      ans:d

53. Which of the following is a benefit which the market achieves by employing intermediaries?
   a) Diseconomies of scale
   b) Increased overall investment
   c) Transactional efficiency
   d) Generalization
      ans:c

54. What refers to the process of identifying the customer requirements and satisfying them efficiently and effectively?
   a) Selling
   b) Marketing
   c) Production
   d) Operation
      ans:b

55. Which of the following is not a function of exchange?
   a) Buying
   b) Selling
   c) Assembling
   d) Financing
      ans:d
UNIT – 3 AND 5 (ACC. TO THE MAIL RECEIVED)

Unit- III
1. Coordination between various operations in identifying the jobs that have to be done is a function of which of the following?
   a) Personnel productivity
   b) System productivity
   c) Capital productivity
   d) Labour productivity
   Ans (b)

2. __________ is the process of estimating, routing, and scheduling.
   a) Planning
   b) Controlling
   c) Implementing
   d) Functioning
   Ans (A)

3. Which of the following quality control tools helps in pin-pointing the exact points at which errors have crept in?
   a) Histogram
   b) Flow chart
   c) Scatter diagram
   d) Control charts
   Ans (d)

4. The outcomes of physical process modelling are _______ _________ showing tables and relationships with a database.
   a) Process flow diagram
   b) Server model diagram
   c) Entity relationship diagram
   d) Control flow diagram
   Ans (a)

5. ______________ involves understanding the scope and various processes in a project cycle.
   a) Program management
   b) Total quality management
   c) Process management
   d) Project management
   Ans (D)

6. A represents activities and milestones by arcs and nodes.
   a) Conceptual data model
   b) Physical data model
   c) Project network model
   d) Logical process model
   Ans (c)

7. In which of the following phase information is collected from the customer pertaining to the project?
   a) Marketing phase
   b) Design phase
   c) Analysis and evaluation phase
   d) Execution phase
   Ans (c)

8. __________ involves the execution of the project as per the plan.
   a) Feasibility stage
   b) Research stage
   c) Preparation stage
   d) Implementation stage
Ans (d)

A fundamental attribute of TQM is

a) Drawing control charts
b) Having team meetings
c) Meeting ISO 9000 Audit
d) Top management’s direct involvement

9. Drawing control charts requires

- Calculation of statistics from data
- Adjusting the machines
- Teamwork training of workers
- Top management involvement

10. Inspection assures that

- The process is in control
- Workers are motivated
- Product meets specifications
- Problems are resolved

Q12. A control chart displays

- Whether workers are motivated
- Top management takes interest in quality
- Inspectors are doing their job
- Process variability

Q13. SPChelps determine

- If assignable causes are disturbing the process
- If vendor performance is falling
- If customers are happy
- If customers are motivated
- If top management is involved

Q14. Quality is wanting generally because

- Workers lack team spirit
- No competition exists
- People don’t know statistics
• Workers lack teamwork spirit
• 
• No competition exists
• People don’t know statistics
• Organization has lot of time

Q15. An assignable cause is generally known to

• Vendors
• Top management
• Product designer
• Workers

Q16. ISO9000 determines

• If the company practices its written procedures
• If vendors are performing well
• Process capability
• The kind of control chart to be used

Q17. A sampling plan helps in

• Keeping the process in control
• Keeping workers motivated
• Tuning the machines
• Rejecting lots that are of unacceptable quality

Q18. Process Diagnosis determines

• If the workers are doing their job
• The possible cause of a failure
• If control charts are in control
• When top management should talk to vendors

Q19. Control chart helps in

• Reaching six sigma
• Rejecting parts supplied by vendors
• Keeping workers motivated
• Deciding when to investigate the process

Q20. Problem identification requires

• Flowcharting the process
• Monitoring customer complaints
• Knowing how to draw control charts
- Team meetings

Q21. Problem solving begins with

- Team discussions
- SPC
- Design of experiments
- **Problem identification**

Q22. Quality management requires

- ISO9000 certification
- Workers not working overtime
- Printing promotional brochures
- Keeping internal customers satisfied

Q23. Cause-effect diagram is used in

- Problem identification
- Field visits
- Vendors surveys
- **Problem analysis**

Q24. Accuracy implies

- We know customer targets
- Computerized machines
- **Average performance is on target**
- All products are of same size

Q25. The American model for TQM is

- ISO9000
- ISO 14000
- **The Baldrige Award criteria**
- Use of control charts

Q26. A service cannot be

- Stored
- Inspected
- Targeted
- Appraised

Q27. Quality control does not apply to

- Drawing flowcharts
Q28. A process is predictable if

- We can forecast its output
- It is always at the same level
- It has no humans involved
- The data can be plotted on a chart

Q29. The word Control implies

- Inspecting every item
- Plotting charts
- Using a signal to adjust the process
- Management by Objectives

Q30. Quality is a problem because

- Modern processes are too complex
- Workers don’t do the job
- It is expensive to control
- All processes have some variation

Q31. TQM is part of

- Strategic management
- ISO 9000 certification
- QS 9000 certification
- Hospital management

Q32. Productivity tends to be more difficult to improve in the service sector because the work is ____________.

A. often difficult to automate.
B. typically labor intensive.
C. frequently individually processed and customised.
D. often an intellectual task performed by professionals.

Q33. ________family is primarily concerned with quality management.

A. ISO 9004.
B. ISO 14000.
C. ISO 9000.
D. ISO 14001.
Q34. 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

Q35. ________ 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.

Q36. The term muda in TQM refers to ______ classes of waste.
A. six.
B. seven.
C. eight.
D. nine.

Q37. A manufacturer has been receiving excessive numbers of defective standard machine parts from a vendor on a regular basis. What is the most effective way to design a formal inspection system for incoming parts?
   a) Queuing analysis
   b. Time series analysis
   c. Statistical quality control
   d. Regression analysis

Q38. In a PERT/CPM network, computing the critical path requires
   a. determining the total project duration
   b. assigning the earliest finish time for an activity as the earliest start time for the next
   c. that the latest finishing time for an activity not delay the overall project beyond initial expectation
   d. a sophisticated and complex computer program

Q39. At the completion of the forward and backward passes, the slack for an activity is given by the
   a. difference between early start and early finish
   b. difference between early start and latest finish
   c. difference between latest start and early finish
   d. amount of idle labor on the critical path

Q40. What type of control chart is used to monitor the number of defects per unit?
   a. p-chart
   b. R-chart
c. **c-chart**  

d. **x-bar chart**

Q41. A project has three paths: A—B—C has a length of 25 days. A—D—C has a length of 15 days. A—E—C has a length of 20 days. Which of the following statements is correct?

- a. A—D—C is the critical path.
- b. A—B—C has the most slack.
- c. **The expected duration of the project is 25 days.**
- d. The expected duration of this project is 60 days.

Q42. 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 options

Q43. In a psychological experiment, the experimental factor is applied to—UNIT- V

(A) The control group only

(B) **The experimental group only**

(C) Either the control group or the experimental group

(D) Both the control group and the experimental group

Ans. (B)