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Enrolled: 03-111221-020.

MAM = MUBAHRA  
NAYYER

## Quiz:

**Q No 1**

**Given:**

Labor cost \$ 25/hour

water cost : \$ 1.50 per thousand gallons

consumables cost : \$4 per once

output : number of car details.

**Formula:**  $\frac{\text{Total output}}{\text{Total Input cost}}$

**Labour:**

① (Hours  $\times$  \$ 25)

$$150 \times 25 = 3750$$

Thousand gal  $\times$  \$ 1.50

$$1250 \times 1.50 = 1875$$

$$\text{Consumable Cost} = 42 \times 4 = \$168$$

$$\text{Total Input cost} = 5793$$

$$\text{Output car} = 100$$

$$\text{MFP} = 100 / 5793 = 0.173$$

② Labor cost (Hours  $\times$  05)

$$165 \times 25 = 4125$$

water cost (Thousand gal  $\times$  1.50)

$$900 \times 1.50 = 1350$$

$$\text{Consumable cost } 50 \times 4 = \$ 200$$

$$\text{Total Input cost} = 5675$$

$$\text{Output car} = 90$$

$$MFP = 90 / 5675 = 0.0159$$

③

Labor cost (Hours  $\times$  \$ 25)

$$140 \times 25 = 3500$$

water cost (Thousands gal  $\times$  \$ 1.50)

$$820 \times 1.50 = \$ 1230$$

Consumables cost (07  $\times$  \$ 4)

$$= 38 \times 4 = 152$$

Total Input cost \$ 4882

Output cars = 80

$$MFP = 80 / 4882 = 0.0164$$

**QNO 02** :- Flow Diagram of university Admission Process.

Ans :- 1. saw an advertisement online, social media, newspaper, or TV.

↳ Researched university - checked website, reviews, and courses details  
↳ visited campus or attended online webinar - Gathered more information.

↳ Prepared Application Document - ID, transcripts, recommendation personal statement.

↳ Submitted Application online or in person.

- ↓ Paid Application Fee - Through bank transfer or online payment
- ↓ Received confirmation - Email or message acknowledging application.
- ↓ Entrance Exam: Appeared for required test.
- ↓ Interview - scheduled and attended interview.
- ↓ Received Admission Decision - often letter via email or post
- ↓ Accepted offer - confirmed seat by paying deposit.
- ↓ Completed Enrollment Process submitted additional documents, selected courses.
- ↓ Attended orientation - university introduction, faculty meetings and student interaction.
- ↓ classes started - First day of academic journey

Q: NO: 03 :- service blueprint for Admission process.

Ans:- Customer Actions:-

- \* Research university
- \* Submit application
- \* Take entrance exam
- \* Attend interview
- \* Accept admission
- \* Complete enrollment
- \* Attend orientation

Frontstage Interactions.

- \* Admission office assistance
- \* Online application scheduling
- \* Exam and Interview scheduling
- \* Email notifications about application status.
- \* Orientation session

Backstage Interactions

- \* Application review by admission committee.
- \* Exam Document verification
- \* Exam evaluation and interview assessment.
- \* Decision-making process
- \* Enrollment confirmation support processes.

- \* Payment processing system
- \* IT system for application tracking
- \* Communication channel.
- \* Faculty review for interview

⇒ Potential failure points & Poka-Yoke solutions.

\* Application errors :- online checklist and automated reminder before submission.

\* Delayed confirmation email :- Automated email response upon submission.

\* Entrance exam scheduling issues  
Online booking system with multiple time slots.

Orientation confusions & Pre-orientation guide sent to students.