

## **OPERATIONS MANAGEMENT – Mid term test**

PART- A

Time: 60 minutes

Maximum Marks: 20

*Answer any 10 questions:*

1. Explain the five main decision areas in Operations Management.
2. Compare the features of goods with services.
3. What do you mean by Distinctive Competence with reference to Operations Strategy?
4. Describe product selection in the new product development process.
5. What are the benefits of modular design?
6. Discuss Crosby's definition of quality.
7. Explain the philosophy of Customer Focus in Total Quality Management.
8. "End the practice of awarding business on the basis of price tag alone." Explain.
9. How do you determine the amount of inspection to be used?
10. What are the possible benefits of going for ISO 9000 certification?
11. What is the purpose of a checksheet?
12. How is a Pareto diagram used for quality improvement?