

OPERATIONS MANAGEMENT - PART A

Time: 20 min

Max marks:20

1. Distinguish between goods and services
2. Explain what do you mean by distinctive competence
3. Draw a flowchart of the important events in new product development
4. Explain the various dimensions of quality
5. Explain how to decide on the frequency of inspection
6. What are the four basic concepts of TQM? Explain
7. Give ten steps for an organization to achieve ISO9001 certification