

Duration: 3 Hours

Marks:- 100

Note:- 1) All questions are compulsory.

2) Figures to the right indicate maximum marks.

Q1. (A) Select the correct answer from the options given below: (Any 10) (10)

1. In _____ production system, items are strictly produced as per customer specifications.
 - a. Mass
 - b. Batch
 - c. Job
 - d. Customer
2. Comparing of actual production with planned targets is an aspects of _____.
 - a. Routing
 - b. Dispatching
 - c. Loading
 - d. Follow - up
3. The concept of quality circles was introduced by _____ in japan.
 - a. Peter Drucker
 - b. Jack ma
 - c. Ishikawa Kaoru
 - d. M. Sony
4. _____ refers to man – machine relationship designed to match the technology to human requirements.
 - a. Artificial intelligence
 - b. Ergonomics
 - c. Robotics
 - d. Man Technology.
5. DMAIC methodology stands for define, measure, analyse, improve and _____.
 - a. Compare
 - b. Control
 - c. Correct
 - d. Correlate
6. TQM places emphasis on _____ approach.
 - a. Positive
 - b. Corrective
 - c. Defective
 - d. Defect - free
7. The Japanese term "Kaizen" Stands for change for _____.
 - a. Universe
 - b. Future
 - c. Good
 - d. Company
8. _____ Market facilitates trading in securities on the stock exchanges.
 - a. Money
 - b. Commodities
 - c. Primary
 - d. Secondary
9. The international organization for standardization is located in _____.
 - a. Scotland
 - b. Ireland
 - c. Switzerland
 - d. England
10. NSDL stands for national _____ depository limited.
 - a. Securities
 - b. Stocks
 - c. Shares
 - d. Services.
11. _____ is introduced to overcome the problems of physical transfer of shares.
 - a. Corporatisation
 - b. Securitization
 - c. Monetization
 - d. Dematerialization.
12. SEBI protects the interest of _____.
 - a. Lenders
 - b. Borrowers
 - c. Depositors
 - d. Investors.

Q1. (B)) State whether the following statements are True or False : (Any 10) (Co1 to Co4 R&U) (10)

1. SERQUAL model is known as GAP model.
2. Stock brokers need not register with SEBI.
3. Follow – up is an important element of production control.
4. Demat trading in shares requires lot of paper work.
5. Government securities market deals with chit funds.
6. Commercial paper provides long term funds to corporate firms.
7. Hedgers play an important role in money market.
8. Timely maintenance of machines enhances breakdown time of machines.
9. The concept of kaizen was made popular by masaaki IMAI.
10. The main purpose of SEBI is to protect the interest of the brokers.
11. Micro finance is provided to large industries for micro projects.
12. The economic development of a nation does not depend on a sound financial system

Q2. Answer any two of the following:

(15)

1. Discuss the objectives of production management. (CO1,R)
2. Explain the Continuous production system. (CO1, U)
3. Discuss the techniques of inventory control. (CO1, R)

Q3. Answer any two of the following

(15)

1. Discuss the features of six sigma. (CO2,U)
2. What is TQM? Discuss its importance. (CO2,R)
3. Describe the gaps in SERVQUAL model. (CO2,AN)

Q4. Answer any two of the following

(15)

1. Explain the functions of SEBI. (CO3,U)
2. Discuss the advantages of credit rating agencies. (CO3,R)
3. Elaborate the role of self-help groups (SHG). (CO4,U)

Q5. Answer any two of the following.

(15)

1. Explain the importance of micro – finance. (CO4, R)
2. Discuss the advantages of mutual funds. (CO4,U)
3. State and explain the steps in dematerialization? (CO3,U)

Q6. Write short notes on: (any 4)

(20)

1. Indian Financial Market. (CO3, U)
2. Productivity. (CO1,U)
3. Production Planning and Control (PPC) (CO1,R)
4. Start – Up Ventures. (CO4 U)
5. ISO 9000 certification. (CO2 AN)
6. Quality Circle (QC) (CO2 U & AP)

“Commerce is the agency by which the power of choice is obtained”