

Duration: 3 Hours

SYBcom | Commerce - IV

Marks: 100

Q1.A. Select the most appropriate answer from the options given below: (Any Ten)
(CO1 – CO3) (R & U) (10)

1. _____ is the father of Quality Circle.
 - a. Philip Kotler
 - b. Henri Fayol
 - c. Masaaki Imai
 - d. Dr. Ishikawa Kaoru
2. Section _____ offers tax rebates to investors in mutual funds.
 - a. 88
 - b. 90
 - c. 80C
 - d. 100
3. ISO stands for _____ organization for Standardization.
 - a. Internal
 - b. Indian
 - c. International
 - d. Innovative
4. Production is the process by which raw materials and other inputs are converted in to _____.
 - a. finished product
 - b. satisfaction
 - c. services
 - d. loyalty
5. _____ may be defined as the ratio between output and input.
 - a. Batch production
 - b. Productivity
 - c. Production
 - d. Job production
6. _____ Family is primarily concerned with quality management.
 - a. ISO 9004
 - b. ISO 14000
 - c. ISO 9000
 - d. ISO 14001
7. How many Companies are included in SENSEX of India?
 - a. 25
 - b. 30
 - c. 29
 - d. 50
8. _____ is the third step in the production planning and control.
 - a. Scheduling
 - b. Routing
 - c. Dispatching
 - d. Expediting
9. An option allowing the owner to sell an asset at a future date is a _____.
 - a. Call option
 - b. Put option
 - c. Forward option
 - d. Future contract
10. _____ Shares are allotted free of cost to the existing shareholders.
 - a. Equity
 - b. Preference
 - c. Bonus
 - d. Right
11. The type of market in which securities with less than one year maturity are traded, is classified as _____ market.
 - a. Money
 - b. Capital
 - c. Transaction
 - d. Global
12. In _____ type of layout machineries are arranged according to the sequence of operations.
 - a. Process
 - b. Group
 - c. Matrix
 - d. Line

Q1.B. State whether the following statements are True or False: (Any Ten)
(CO1 – CO3) (R & U) (10)

1. TQM believes in producing defect free goods.
2. Stock brokers need not to register with SEBI.
3. Inventory includes stock of raw material only.
4. In India Bull speculators are known as Tejiwala.
5. SERQUAL model is known as Gap Model.
6. There is no difference between speculators and arbitragers.
7. Mutual Funds invest only in equity market.
8. Gilt-edged securities are issued by Finance Companies.
9. The Japanese term Kaizen stands for 'Change for Good'
10. The ISO 9000 was first published in the year 1987.
11. Continuous production system is operated for specific product.
12. Venture capitalists provide funds in the form of loans only.

Q2. Answer any two of the following: (CO 1) (U) (15)

1. Describe the steps involved in Production Planning and Control.
2. Discuss the techniques of Inventory Control.
3. Explain the continuous Production system.

Q3. Answer any two of the following: (CO 1) (U, AP) (15)

1. Explain Quality Circle and its Features
2. Describe the gaps in SERVQUAL Model.
3. Explain the procedure involved in obtaining ISO 9000 Certification

Q4. Answer any two of the following: (CO 2) (R, U) (15)

1. Explain the Functions of SEBI.
2. Discuss the structure of Indian Financial Market.
3. What is Dematerialization? Explain its Procedure.

Q5. Answer any two of the following: (CO 3) (U, AP) (15)

1. Discuss the advantages of Mutual Funds.
2. Explain the different Sources of Funding the Start-Up Ventures.
3. Discuss the Role of Self Help Groups.

Q6. Answer any Four Short Notes: (CO1 – CO3) (R & U) (20)

1. Credit Rating Agencies
2. Derivatives Market
3. Micro-Finance
4. Productivity
5. Indian Financial Market
6. Inventory Management

"Management is a Practice where Art, Science and Craft meets"