

2010

Section II

PRODUCTIVITY TECHNIQUES

- Notes: 1. All the questions are compulsory.
2. Make valid assumptions wherever necessary. State them clearly.
3. Be brief. Evaluation will be based on conceptual clarity.

Q1. Enumerate the learnings from "FedEx Case Study"

- Q2. Reference "Babcock Wilcox Boilers Case Study"
- a. What Two Year Full-time Master in Management Studies (MMS) Degree Course were the blunders committed by management?
 - b. What should have been done?
 - c. What is the conceptual framework to be employed in such cases?

Q3. You are invited by a college to speak to undergraduate students on TQM for 30 minutes. Enumerate 15 points which you will cover in your talk in the form of a note. [You will obviously carry a note (which you can refer to during your talk.)]

Q4. Assume you are getting down from your car at the airport terminal building to catch an international flight. Plot the Flow Process Chart from entering the terminal to putting the safety belt on in the aircraft. Assume times and distances at each stage. Calculate TO and CT. Suggest proposals to reduce the CT.

Q5. By means of an illustrative example, demonstrate Kepner-Tragoe Method of Rational Problem Solving.