

JAMNALAL BAJAJ INSTITUTE OF MANAGEMENT STUDIES
MHRDM / MMM / MFM III - SECOND SEMESTER
PRODUCTIVITY TECHNIQUES EXAMINATION

Date : 28 April, 2012
Total Marks : 50

Time : 1 ½ hours

- Note : 1. Question 5 is compulsory. Attempt any two from the remaining four questions.
2. Be precise. Evaluation will be on the quality of answers.

Q1. You are called upon to design and implement TQM in a medium sized manufacturing organization (manufacturing or service), employing 450 employees and having a customer base nearing 200. Explain the process you would follow and the time required in achieving each step. (You may borrow from the ideas of any TQM guru.)

- ✓ Q2. Reference " Babcox Wilcox Boilers Case Study"
a. What 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 one of the following topics 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.)]
a. Poka - Yoke
b. DFMA
c. Preventive Maintenance

✓ Q4. You are at JBIMS entrance and you have come to pay your semester fees. Plot the Flow Process Chart from entering the building to receiving the receipt of bill payment at the Accounts office at JBIMS. Assume times and distances at each stage. Calculate TO and CT. Suggest proposals to reduce the CT.

✓ Q5. Explain in brief, any one of the assignments which you have carried out and submitted as part of the internal assignment.