

University of Mumbai
 Jamnalal Bajaj Institute of Management Studies
 Third Year Second Semester 2008-2009
 MFMM/MMM/MHRDM/MIM
 Sub : Environmental Management & Productivity Techniques
 20-04-2009 (3 Hours) (Total Marks 100)

- N.B.:-** I) Question No. 1 is **COMPULSORY**. Out of the remaining attempt **any TWO**.
 II) All Questions **equal marks**.
 III) Marks are reserved for **NEATNESS** and **QUALITY** of answers.
 IV) Simple labelled diagrams and relevant examples, wherever applicable, will be appreciated.
 V) Please start every answer on a **NEW PAGE**.
 VI) Do not write anything on the Question Paper.

1. What is 'Sustainable Development'? Discuss the important parameters concerning Environment and Development.
2. What are the major global environmental issues today? Briefly elaborate on each area of concern.
3. The nations of the North claim that the gifts of nature are a 'heritage to mankind' and should therefore be available to all. What are your views on this, particularly with reference to the Intellectual Property Rights applicable to India?
4. What is the "Wilmis" doctrine? How far have global efforts succeeded in curbing the 'Garbage Trade'?
5. Write short notes (any TWO):
 - a. Fuel Cell
 - b. Ecological deficit
 - d. The Indian Environmental Movement

PRODUCTIVITY TECHNIQUES

SECTION II

- Note: 1. All questions are compulsory
 2. Be brief. Evaluation will be on quality of answers and not on pages filled.
 3. Make valid assumptions wherever necessary. State them clearly.

- Q1. With reference to "Federal Express – Quality Management" Case Study
- a. Enumerate your learnings
 - b. What would you recommend FedEx as the next phase initiatives?
- Q2. With reference to any one of the following which you have carried out as assignments, enumerate your learnings. Also, enumerate your experiences (in carrying out the assignment, getting a buy-in)
- Flow Process Chart
 Or
 Quality Function Deployment
 Or
 Assessing Competitiveness
- Q3. Explain the Rational Manager's Problem Solving Approach as enunciated by Kaplaner & Tragoo, by means of a simple illustrative example