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# **Management**

**MCQs 1-50**

1. Which of the following statements is correct?
  - (a) Marketing is the term used to refer only to the sales function within a firm
  - (b) Marketing managers usually don't get involved in production or distribution decisions
  - (c) Marketing is an activity that considers only the needs of the organization, not the needs of society as a whole
  - (d) Marketing is the activity, set of institutions, and processes for creating, communicating, delivering, and exchanging offerings that have value for customers, clients, partners, and society at large**
2. Human Resource departments serve a strategic role in most organizations because?
  - (a) Today's organizations are instituting HR practices aimed at gaining competitive advantage through their employees**
  - (b) Human Resource departments handle downsizing and layoff processes
  - (c) Globalization has reduced competition
  - (d) The workforce is becoming less diverse
3. The strategic decisions are long – term in nature and are concerned with \_\_\_\_\_?
  - (a) Process design**
  - (b) Inventory
  - (c) Reordering level
  - (d) Production scheduling
4. The tactical decision is taken by an operation manager is followed by \_\_\_\_\_?
  - (a) Strategic decision
  - (b) Operational decision**
  - (c) Evaluation decision
  - (d) Action decision
5. The evaluation of operations management started after industrial revolution by the identification of division of labor in manufacturing, which was proposed by \_\_\_\_\_?
  - (a) F.W.Taylor
  - (b) Elton Mayo
  - (c) Adam Smith**
  - (d) Henry Fayol
6. The computerization of operations began when the first computer was installed in \_\_\_\_\_ organization?
  - (a) General Motors
  - (b) General Electric**
  - (c) Ford Motors
  - (d) Western House
7. \_\_\_\_\_ always starts with the idea generation and have it sources from employee, customers, vendors etc.?
  - (a) New process development
  - (b) New methodology development
  - (c) New Product development**
  - (d) Quality development program
8. In the element of operations strategy, after the production design and product / service development which of the following components is to be planned?
  - (a) Allocation of resources
  - (b) Facility planning
  - (c) Technology selection**
  - (d) Human resource planning
9. The forecasting methods that are based on the judgment and opinions are \_\_\_\_\_?
  - (a) Causal models
  - (b) Time Series
  - (c) Delphi Method**
  - (d) Regression analysis
10. The selection of forecasting method is based on the long term decisions like product planning, facility location and expansion is depend on the factor like \_\_\_\_\_?
  - (a) Time span**
  - (b) Data availability
  - (c) Cost
  - (d) Accuracy
11. Which of the following is not used to measure the accuracy of the forecasting?
  - (a) Mean Absolute Deviation
  - (b) Mean Forecast Error
  - (c) Mean Standard Error**
  - (d) Mean Square Error
12. The EOQ method is used to identify the order quantity that would minimize the total cost of \_\_\_\_\_ and \_\_\_\_\_?
  - (a) Ordering cost and carrying cost**
  - (b) Purchase cost and carrying cost
  - (b) Ordering cost and stock out cost
  - (d) Purchase cost and ordering cost

13. Forecasting involves making calculated predictions that can be used in the planning and \_\_\_\_\_ process?  
 (a) **Decision making** (b) Quality (c) Production (d) Controlling
14. \_\_\_\_\_ method can be used when there are three variables to which the decisions has to be taken in Linear programming problems?  
 (a) Graphical method (b) **Simplex Method** (c) Least Cost method (d) VAM
15. In the transportation problem, a dummy variable is added either to the source or to the destination due to \_\_\_\_\_?  
 (a) Balanced (b) Variation (c) Differentiation (d) **Unbalanced**
16. The stepping stone method is used in the transportation model to find out the \_\_\_\_\_?  
 (a) Initial cost (b) Initial basic solution (c) **Optimal solution** (d) Balanced or unbalanced one
17. \_\_\_\_\_ forms the basis for designing factory buildings, facility layout and selecting production equipment?  
 (a) Product planning (b) **Process planning** (c) Tactical planning (d) Action planning
18. \_\_\_\_\_ refers to the extent to which the production and the distribution chain is brought under the ownership of the organization?  
 (a) Horizontal integration (b) **Vertical integration** (c) Forward integration (d) Backward integration
19. Which chart contains the symbols like:  
 (a) Assembly charts (b) **Process charts** (c) Gantt charts (d) Simultaneous charts
20. The objective of an \_\_\_\_\_ is to minimize production costs, make appropriate changes in production rates and work force level and to improve profits, customer service and utilization of resources?  
 (a) Business planning (b) Product planning (c) **Aggregate planning** (d) Action planning
21. The process of determining how much time an average worker takes to complete a job under standard work condition is known as \_\_\_\_\_?  
 (a) Job Analysis (b) **Work Measurement** (c) Work Enrichment (d) Work Description
22. \_\_\_\_\_ is a technique of analyzing work by taking several observations, usually at random to see the relative frequency with which various elemental activities takes place?  
 (a) Time Study (b) Standard Data (c) **Work Sampling** (d) Historical Analysis
23. The material management is given more importance in an organization, because materials normally account for \_\_\_\_\_ percent of the total capital invested?  
 (a) 40 (b) **50** (c) 60 (d) 75
24. When the product is complex and the production process involves many components and sub-assemblies, to manage the inventory \_\_\_\_\_ systems was used?  
 (a) FMS (b) **MRP** (c) EOQ (d) EDI
25. The file containing information about when and how many units of finished products are required have the information of purchasing, receiving fabrication and assembling is known as \_\_\_\_\_?  
 (a) Bill of Materials (b) Inventory Record File  
 (c) **Master Production schedule** (d) Material Resource Allocation

26. In automation to counter the problem in handling day-to-day situations in the operations, a rule base system was conceptualized, which employ human logic in evaluation of different situation. This system is known as \_\_\_\_\_?  
(a) CIM (b) FMS (c) **Expert system** (d) Robotics
27. The Kanban system was developed by \_\_\_\_\_ company?  
(a) **Toyota Motor** (b) General Motor (c) Ford (d) Suzuki
28. The second step in the MRP system information processing is to develop a materials requirement plan for each item in the BOM file for each time bucket is known as \_\_\_\_\_?  
(a) Explosion (b) **Netting** (c) Offsetting (d) Inventing
29. In the implementation of the ERP package which step is following after the mapping of business process onto the package?  
(a) Test Runs (b) Parallel Run (c) Customization (d) **Gap Analysis**
30. There are \_\_\_\_\_ number of supply chain management which represents business processes and practices?  
(a) Five (b) Six (c) **Seven** (d) Eight
31. The approach in which employees are given the option of choosing their work, work timings, provided that a specific number of hours are complete in a week is known as \_\_\_\_\_?  
(a) **Flexi Time** (b) Flex tour (c) Part Time (d) Staggered Times
32. The display of resources like machines, tanks, pipes, operators and products in graphical method to schedule the operations process. This technique is known as \_\_\_\_\_?  
(a) **Gantt Charts** (b) Job sequencing Rules (c) Assembly Charts (d) Process Charts
33. Which of the following are not the characteristics of JIT system?  
(a) Small Lot Size (b) Closer Supplier Ties  
(c) **Random Workstation Load** (d) Continuous Improvement
34. The features of a product which indicates the operational life of a product or in other words, how long the product can be used without replacements is known as \_\_\_\_\_?  
(a) Reliability (b) **Durability** (c) Conformance (d) Aesthetics
35. If the maintenance activities are carried out based on time frame like once a week or one a month or based on the usage of the machines like after every 40 hrs of operation is known as \_\_\_\_\_?  
(a) Irregular Preventive Maintenance (b) Predictive maintenance  
(c) **Periodic maintenance** (d) Remedial Maintenance
36. \_\_\_\_\_ is the fundamental rethinking and radical redesign of business process to achieve dramatic improvements in critical, contemporary measures of performance such as costs, quality, service and speed?  
(a) **Reengineering** (b) Outsourcing (c) Benchmarking (d) Strategic Process
37. The activity is a task or an item of work to be done in a project and is represented by \_\_\_\_\_?  
(a) Circle (b) **Arrow** (c) Square (d) Rectangle
38. What is LPG?  
(a) Liquid Petroleum Gas (b) Liberty Prosperity Gratitude  
(c) **Liberalization Privatization Globalization** (d) Longer Period Grievance

39. The Critical Path Method is used to determine \_\_\_\_\_ path in a project?  
(a) Longest (b) Shortest (c) Average (d) Negative
40. Economics of scales is achieved in the production process by when the \_\_\_\_\_?  
(a) People experience with the work (b) Management introduce new technology  
(c) Reengineering process is adopted (d) Customization of the product
41. The company A to Z, is following a master production schedule?  
(a) Translate aggregate plan (b) Evaluate alternate schedules  
(c) Cost analysis (d) Effective utilization capacity
42. The Mercedes Benz car was manufactured usually for the top level people those who want to show their status. What type of product design the manufacturers follow?  
(a) Standard product design (b) Customized product design  
(c) Quality product design (d) Quantity product design
43. The Alpha engineering limited is having the annual production volume ranging between 2 to three lakhs. What type of process design can be selected?  
(a) Product – focused (b) Process – focused  
(c) Cellular manufacturing (d) Group technology
44. The general manager of Kiran group of steel industries have decided to start a steel manufacturing company in kerala, but his project manager opposes the plan, because of the \_\_\_\_\_ factor?  
(a) Site cost (b) Available of Skilled worker  
(c) Available of raw materials (d) Availability of services
45. A process that aims to improve the performance and interaction within a specific group of employees is?  
(a) Teambuilding (b) Scanlon plan (c) Human factors engineering (d) Survey research
46. The Ajay industries in nagpur is planning a process design, which follows a linear path without backtracking or side tracking. This process design is known as \_\_\_\_\_?  
(a) Cellular manufacturing (b) Group technology (c) Process focused (d) Product focused
47. Systematically moving workers from one job to another is known as?  
(a) Job enlargement (b) Job enrichment (c) Job rotation (d) dejobbing
48. Employee requirement and availability forecasts would be most helpful in?  
(a) The recruiting process (b) The performance appraisal process  
(c) The employee discipline process (d) The interviewing process
49. The P.V Industries allotted the work load for each worker within the reasonable limits of his skills, physical and mental ability. This type of job design followed by the P.V industries is known as \_\_\_\_\_?  
(a) Technical feasibility (b) Economic feasibility  
(c) Behavioral feasibility (d) Basic feasibility
50. The Helix Company is storing the glass plates in the ware house and when the product was to be transported to a retailer, it was found some of them were damaged. Find out what type of cost is incurred?  
(a) Purchase cost (b) Ordering cost (c) Stock out cost (d) Carrying cost