

(3 Hours)

(Total Marks : 100)

Please check whether you have got the right question paper.

NB:

1. All questions are compulsory.
2. Figures to the right indicate full marks.

Q1 A. Select the most appropriate answer from the option given below: (any 10) (10)

- i) _____ is a process of deciding the path of work and the sequence of operation.
a) Routing b) scheduling c) follow-up d) dispatching
- ii) _____ measure helps to improve the productivity.
a) Value engineering b) Training c) Quality Circles d) All of these
- iii) _____ is a process of maintaining and monitoring the size of inventory at appropriate level.
a) Quality control b) inventory control c) financial control d) production control
- iv) _____ is the father of Quality Circle.
a) Henri Fayol b) Philip Kotler c) Dr. Ishikawa Kaoru d) Masaaki Imai
- v) ISO stands for _____ Organization for Standardization.
a) Indian b) Internal c) International d) Innovative
- vi) The concept of Total Quality Management was introduced in _____.
a) America b) Japan c) China d) Germany
- vii) _____ market facilitates trading in securities on the stock exchanges.
a) Primary market b) secondary market c) tertiary market d) money market
- viii) _____ rating agencies provide ratings to the issues of debt securities.
a) National b) International c) Debit d) Credit
- ix) _____ is a link between the investors of securities and Depository.
a) Depository Participants b) SEBI c) Stock exchange d) RBI
- x) Section _____ offers tax rebate to investors in mutual funds.
a) 88 b) 80C c) 100 d) 90
- xi) _____ investors are often retired entrepreneurs or executives who want to make use of their experience and mentor the next generation.
a) Traditional investors b) Foreign investors c) Angel investors d) Peer investors

- xii) The concept of Micro-finance was first introduced by Mr. _____.
a) Muhammad Younus b) Ratan Tata c) Bhavish Aggarwal d) Mukesh Ambani

(B) State whether the following statements are True or False: (Any ten) (10)

- i) Dispatching refers to deciding the start time and completion time of each and every activity.
- ii) Productivity is the ratio of output to input.
- iii) Inventory includes stock of raw materials only.
- iv) TQM believes in producing defect free goods.
- v) Quality Circle is formed voluntarily by employees of a particular work area.
- vi) SERQUAL Model is known as Gap Model.
- vii) Stock brokers need not register with SEBI.
- viii) If the issue is fully subscribed there is no liability for the underwriter.
- ix) In India Bull speculators are known as Tejiwala.
- x) There is no difference between speculators and arbitrators.
- xi) Index scheme attempts to replicate the performance of a particular index such as the BSE Sensex.
- xii) SHG encourages its members to save a part of their income on regular basis.

Q.2. Answer any TWO of the following: (15)

- a) What do you mean by Production Management? Discuss its objectives.
- b) What are the differences between continuous production system and intermittent production system?
- c) Discuss the techniques of Inventory Control.

Q.3. Answer any TWO of the following: (15)

- a) What do you mean by Quality? Discuss its dimensions.
- b) Explain the concept Kaizen and its process.
- c) Discuss the importance of Service Quality Management.

Q.4. Answer any TWO of the following: (15)

- a) Explain in brief the structure of Money market.
- b) Explain the role and services of NSDL
- c) Explain the functions of SEBI

Q.5. Answer any TWO of the following: (15)

- a) Explain the factors responsible for the growth of mutual funds.
- b) Explain the types of derivative market.
- c) Explain the importance of Micro finance.

Q.6. Write short note on: (any 4)

(20)

- i) Scientific inventory control system
 - ii) Cost of Quality
 - iii) Six Sigma
 - iv) ICRA credit rating agency.
 - v) Future Contract
 - vi) SIP
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