

Time: 3 hours

Marks: 100

Please check whether you have got the right question paper.

N.B: 1. All questions are compulsory.

2. Figures to the right indicate full marks.

Q.1 (A) Select the most appropriate answer from the options given below: (Any ten) (10)

1. ___ is concerned with giving orders and instructions to factory workers.
(Routing, dispatching, Scheduling)
2. Mass production is an example of ___ production system. (general, continuous, intermittent)
3. Under ___ inventory technique there is no warehousing facilities for inventory.
(ABC, MAPICS, Just- in- time)
4. ___, ___ popularized the concept of Quality circle. (Japan, Germany, India)
5. In ISO 'S' stands for _____. (Specialization, Standardization, Specification)
6. ___ popularized the concept of Kaizen. (Joseph Juran, Peter Drucker, Masaaki Imai)
7. ___ acts as a clearing house of securities. (SEBI, Stock exchange, Commodity market)
8. ___ is the first credit rating agency established in India. (CARE, ICRA, CRISIL)
9. Securities are sold for the first time in the ___ market. (Secondary, primary, money)
10. Section ___ offers tax rebate to investors in mutual funds. (88, 80C, 100)
11. ___ is an investment vehicle offered by mutual funds to investors.
(SIP, MIP, LIP)
12. Under ___ scheme of mutual fund, the investor can invest at any point of time during the year. (close ended, open ended, index)

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

1. Routing is deciding the path of work.
2. Steady flow of production is one of the objectives of marketing department
3. In Intermittent production system, items are produced in small quantities.
4. The Japanese term KAIZEN stands for 'Change for Good'.
5. Service Quality Management leads to customer loyalty.
6. Under Quality Circle the worker voluntary joins the group.
7. Gilt edged securities are issued by Government.
8. The main purpose of SEBI is to protect the interest of investors.
9. Stock broker need not register with SEBI.
10. Hedger plays an important role in money market.
11. There is no difference between speculators and arbitrageurs.
12. Mutual funds invest only in equity market.

Q.2. Answer any TWO of the following:

(15)

- a) Explain the importance of Production Planning and Control.
- b) What are the measures for improving productivity of an organization?
- c) Discuss the techniques of Inventory Control.

Q.3 Answer any two of the following:

(15)

- a) Explain the features of Quality Circle.
- b) What is TQM? Discuss its importance.
- c) Explain briefly the gaps in SERVQUAL Model.

Q.4 Answer any two of the following:

(15)

- a) Explain the structure of Capital Market in India.
- b) Explain the functions of Stock Exchange.
- c) Discuss briefly the role of CRISIL.

Q.5 Answer any Two of the following:

(15)

- a) Explain the advantages of mutual funds.
- b) Explain the features of future contract.
- c) Discuss the role of SHGs.

Q. 6 Write notes on: (any four)

(20)

- i. Intermittent Production System
- ii. Dimensions of quality
- iii. Six sigma process
- iv. Dematerialization
- v. Role of Micro finance
- vi. Start-up Ventures.