

Paper Code 006 Paper Title: 5 S & Just in Time

Instructions: All Questions are Compulsory

Maximum Marks: 30

1. a. What do you mean by 5S? **04 Marks**
b. What do you mean by JIT?

2. What do you mean by JIT methods of purchasing? Explain the monitoring procedure of supplier performance based on JIT purchasing. **06 Marks**

3. a. Write the objectives and goal of 5S in your organization? **10 Marks**
b. List the elements of 5S and discuss in details all elements based on your organizational requirements.

4. Define and discuss in details the Kanban System. Develop a project network approach for implementation of JIT. **10 Marks**

Paper Code 007

Paper Title: Total Productivity Maintenance

Instructions: All Questions are Compulsory

Maximum Marks: 30

- 1.a. What do you mean by TPM organization? **04 Marks**
 - b. What do you mean by Autonomous maintenance?

2. Define Prevention Oriented System. Write the process of company wide implementation of TPM. **06 Marks**

3. Write a case study of application of TPM in manufacturing/service sector. **08 Marks**

4. Define & discuss in details: **12 Marks**
 - a. Elimination of breakdown losses
 - b. Elimination of speed losses
 - c. Elimination of quality defects & rework losses
 - d. Elimination of startup and yield losses

Paper Code 008

Paper Title: Customer Relationship Management

Instructions: All Questions are Compulsory

Maximum Marks: 30

1. a. What do you mean by 80:20 concept? **04 Marks**
b. What do you mean by decision making model of CRM?

2. What do you understand by voice of customer? Discuss in details the importance of communication and design three types of feedback form (for collecting customer voice) for data analysis. **06 Marks**

3. Develop a CRM model for any organization. Explain the implementation process & evaluate it with SWOT analysis. **08 Marks**

4. Differentiate between: **12 Marks**
 - a. CRM & e-CRM
 - b. Customer Satisfaction & Customer Protection
 - c. Sampling & Sampling Methods

Paper Code 009

Paper Title: Environmental Functioning

Instructions: All Questions are Compulsory

Maximum Marks: 30

1. Why EMS certification is required for any organization? **04 Marks**

2. Differentiate between: **04 Marks**
 - a. QMS & EMS
 - b. Initial assessment & Main assessment

3. Explain: **06 Marks**
 - a. Pollution Prevention
 - b. Pollution Control
 - c. Pollution Monitoring

4. Define EMS audit. Discuss in details the procedure for conducting environmental audit & also explain about audit standard and guidelines. **06 Marks**

5. Write the meaning & importance of Environmental legislation in India. Discuss in details:
 - a. The Water (Prevention & Control of Pollution) Act 1974, including rules 1975 (Amended upto 1988)
 - b. Hazardous Waste (Management & Handling) Rules 1989 **10 Marks**
