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No. of Printed Pages: 2

Sardar Patel University
M.Sc.(Information Technology)
SEMESTER-II

PS02EINT01 – Systems and Information Concepts in Organization
01st May 2015

Time: 02:30 P.M. To 05:30 P.M.

Marks: 70

Q.1 Give answers of following Multiple choice questions: [8]

1. The _____ of an organization is the part that produces the organization's products.
A. Conversion process B. Operations system
C. Social system D. None of these
2. _____ has contributed the scientific management and process orientation theories to the operations manager's knowledge.
A. Scientific management B. Process management
C. Behavioral management D. Classical management
3. A system of planning and scheduling the time-phased materials requirements for production operations is known as _____.
A. MRP B. MPS C. BOM D. None of these
4. The _____ identifies how each end product is manufactured, specifying all subcomponent items, their sequence of buildup, their quantity in each finished unit, and the work centers performing the buildup sequence.
A. MPS B. BOM C. MRP D. None of these
5. _____ is concerned with discovering defects, locating their causes, and suggesting remedies to remove those causes.
A. Remedial Inspection B. Preventive Inspection
C. Both A & B D. None of these
6. Which of the following program commonly involve systematic efforts to assess output quality?
A. Quality assurance B. Appraisal costs
C. Prevention cost D. All of these
7. The entire enterprise must be managed within a more global, tightly integrated, closed-loop solution. This expanded functionality can be called _____.
A. MRP B. BOM C. MPS D. ERP
8. Need _____ to electronically accept customer information like purchase orders, schedule amendments or cash and electronically send data such as order acknowledgement and invoices to customers.
A. EDI B. MDI C. Both A & B D. None of these

P.T.O.

- Q.2 Do As Directed (Any 7) [14]**
1. What are operations subgoals?
 2. What is the overall objective of the operations subsystem?
 3. What information is needed for detailed capacity planning?
 4. Explain cycle counting in MRP.
 5. Explain any two operative functions of Personnel Management.
 6. What is Quality Control? Explain in brief.
 7. List different Japanese Manufacturing Techniques.
 8. Explain various areas covered under the concept of ERP.
 9. List out benefits of ERP.
- Q.3 [A] Compare and contrast the three broad categories of management theory: [6]**
classical, behavioral, and modeling schools.
- Q.3 [B] Discuss the advantages and disadvantages of these models in operations [6]**
management:
(a) Verbal (b) Schematic
- OR**
- Q.3 [B] Outline the purpose of MRP and explain how an MRP system can achieve [6]**
these purposes.
- Q.4 [A] Explain the role of the master production schedule and how it relates to the [6]**
other elements of an MRP system.
- Q.4 [B] Discuss the definition and scope of Personnel Management. [6]**
- OR**
- Q.4 [B] Comment on the role of communication in Personnel Management. [6]**
- Q.5 [A] Explain Scope and Prerequisite for Quality Control. [6]**
- Q.5 [B] What are the objectives and benefits of Quality Control? [6]**
- OR**
- Q.5 [B] Discuss Japanese Management Style and write some drawbacks of Japanese [6]**
Management.
- Q.6 [A] Discuss the roles of the cost of quality assurance in quality planning. [6]**
- Q.6 [B] Why Integrated Data Model is considered the heart of an ERP system? Explain. [6]**
- OR**
- Q.6 [B] Discuss a case study to highlight benefits resulting from an ERP [6]**
implementation.