K.J. Somaiya Institute of Management Studies and Research

MMS / PGDM – VI (ELECTIVE) 2016 – 18 BATCH

Industrial Engineering Applications & Management

(End term examinations)

Max Marks : **25**   Time duration : 2 Hours   Date : 14/04/2018

Instructions:
Question Number 1(5 marks) is compulsory
Answer any 4 questions (from Q2 to Q6) (5 marks each)
State assumptions and draw sketch/diagram wherever applicable

1. A time study of a postal sorting operation yielded an average time of 4.75 minutes per hundred letters sorted, a performance rating of 1.1 and allowances of 80 minutes per 8 hour shift.

   a) Compute a labor standard for the letter sorting operation.

   b) If a postal employee performed only this operation, how many hundreds of letter per eight hour shift could be sorted under ordinary operating conditions?

                                                                     (5 marks)

2. Describe the different methods of Benchmarking.   (5 marks)

3. Why is a method study done? What are the steps followed in a method study?   (5 marks)

4. Define the Drum ,Rope and Buffer and their significance in the Theory of Constraints   (5 marks)

5. Write short notes on (***any one***)
   a) Work sampling   b) Job Evaluation   (5 marks)

6. Given the makeup of production costs of Indian manufacturers today, which resources should receive the focus of productivity improvement programs? Why?

(5 marks)