Question Paper Week 5

The due date for submitting this assignment has passed. Due on 2019-09-04, 23:59 IST. As per our records you have not submitted this assignment.

1) Indian Railways is an example of _____________ type of PSS.  
   - Product Oriented PSS
   - Use Oriented PSS
   - Result Oriented PSS
   - Pure Service

No, the answer is incorrect.
Score: 0
Accepted Answers:  
Use Oriented PSS

2) Amazon Eco - smart speaker is an example of _____________ type of PSS.
   - Product Oriented PSS
   - Use Oriented PSS
   - Result Oriented PSS
   - Pure Product

No, the answer is incorrect.
Score: 0
Accepted Answers:  
Product Oriented PSS

3) In context of use-oriented PSS, the **FALSE** statement is/ are:
   - Provider is responsible for the usability of the product or service.
   - Provider actually delivers result.
Provider sells and services the product and service (e.g., maintenance or recycling).
Customer can make continuous payments over time (e.g., leasing).

No, the answer is incorrect.
Score: 0
Accepted Answers:
Provider actually delivers result.
Provider sells and services the product and service (e.g., maintenance or recycling).

4) The sustainability potential of ________________ is highest..... 1 point

- Product Oriented PSS
- Use Oriented PSS
- Result Oriented PSS
- Pure Product

No, the answer is incorrect.
Score: 0
Accepted Answers:
Result Oriented PSS

5) ... since, ________________.

- ownership is passed on to customer
- ownership is retained by provider.
- the provider is completely free as to how to deliver the result, the chances that a more long lasting and energy efficient solution will be worked out by provider is high - higher potential of sustainability
- the customer has spent money in buying the product, takes good care of using it optimally

No, the answer is incorrect.
Score: 0
Accepted Answers:
ownership is retained by provider.
the provider is completely free as to how to deliver the result, the chances that a more long lasting and energy efficient solution will be worked out by provider is high - higher potential of sustainability

6) Consider the services of a Dry Cleaner. Where do their services fit in? 1 point

- Product Oriented PSS
- Use Oriented PSS
- Result Oriented PSS
- Pure Service

No, the answer is incorrect.
Score: 0
Accepted Answers:
Result Oriented PSS

7) Which of these are pure services? 1 point

- After sales service for washing machine
- Insurance
- Warranty services on iPhone
- Zoom Car

No, the answer is incorrect.
Score: 0
Accepted Answers:
Insurance
8) How is Khadi Movement close to the idea of current day thinking of S.PSS?

- Change the rural way of living
- Consuming only what is enough for one’s own needs without ignoring the needs of others
- Innovation is viewed as a social process
- Mass production of clothes in villages
- It talks about equitable wealth distribution
- Redistribution of wealth through philanthropy

No, the answer is incorrect.
Score: 0
Accepted Answers:
- Consuming only what is enough for one’s own needs without ignoring the needs of others
- Innovation is viewed as a social process
- It talks about equitable wealth distribution

9) A PSS is Eco-Efficient when, it satisfies the following criteria:

- System life optimization
- Transportation/distribution reduction
- Enable a responsible/sustainable consumption
- Empower/enhance local resources

No, the answer is incorrect.
Score: 0
Accepted Answers:
- System life optimization
- Transportation/distribution reduction

10) A S.PSS is an offer model providing an integrated mix of products and services that are, together able to fulfill a particular demand of (customer) satisfaction based on innovative interactions between the stakeholders of the value production system (satisfaction system), where the economic and competitive interest of the providers continuously seeks ____________.

- socio-ethically beneficial solutions
- charity based solutions
- customer oriented solutions
- environmentally beneficial solution

No, the answer is incorrect.
Score: 0
Accepted Answers:
- socio-ethically beneficial solutions
- environmentally beneficial solution

11) Go through the videos

- https://youtu.be/TPk2gRuIdj0
- https://youtu.be/6UCuWxWiMaQ

Identify the socio-ethical sustainability aspects met.

- Make opportunities accessible to poor and middle income contexts
- Improve employment/working conditions
- Empower/enhance local resources
Enable a responsible/sustainable consumption
- Improve social cohesion
- Improve equity and justice in relation to stakeholders

No, the answer is incorrect.
Score: 0
Accepted Answers:
- Make opportunities accessible to poor and middle income contexts
- Improve employment/working conditions
- Empower/enhance local resources
- Improve equity and justice in relation to stakeholders

12) Go through the video ([https://youtu.be/QyweD6yvkAs](https://youtu.be/QyweD6yvkAs)), and identify the socio-ethical sustainability aspects met.

- Make opportunities accessible to poor and middle income contexts
- Improve employment/working conditions
- Improve equity and justice in relation to stakeholders
- Enable a responsible/sustainable consumption
- Improve social cohesion
- Improve equity and justice in relation to stakeholders

No, the answer is incorrect.
Score: 0
Accepted Answers:
- Improve employment/working conditions
- Improve equity and justice in relation to stakeholders
- Improve equity and justice in relation to stakeholders