Week 4: Assignment1 (Jan 2018)

The due date for submitting this assignment has passed. **Due on 2018-02-21, 23:59 IST**
As per our records you have not submitted this assignment.

1. Total No. of Questions: 15. Each question carries one point.
2. All questions are objective type. In some of the questions, more than one answers are correct.
3. This assignment includes true/false statement questions.

1) Which is the customer error in classification of service failures with Poka-Yoke opportunities? **1 point**

- Task: Doing work incorrectly.
- Treatment: Failure to listen to the customer.
- Tangible: Failure to wear clean uniform.
- Encounter: Failure to follow system flow.

No, the answer is incorrect.

**Score: 0**

Accepted Answers:
- Encounter: Failure to follow system flow.

2) Match the following dimensions of Service Quality with their appropriate examples. **1 point**

<table>
<thead>
<tr>
<th>Dimension</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reliability</td>
<td>a. Being polite and showing respect for customer</td>
</tr>
<tr>
<td>Responsiveness</td>
<td>b. Receive mail at same time each day</td>
</tr>
<tr>
<td>Assurance</td>
<td>c. Cleanliness</td>
</tr>
<tr>
<td>Empathy</td>
<td>d. Avoid keeping customer waiting for no apparent reasons</td>
</tr>
<tr>
<td>Tangibles</td>
<td>e. Being a good listener</td>
</tr>
</tbody>
</table>

- 1-a, 2-c, 3-d, 4-e, 5-b
- 1-b, 2-d, 3-a, 4-e, 5-c
- 1-c, 2-a, 3-b, 4-e, 5-d
- 1-d, 2-e, 3-c, 4-b, 5-a

No, the answer is incorrect.

**Score: 0**

Accepted Answers:
- 1-b, 2-d, 3-a, 4-e, 5-c

3) “In the context of service, the customer’s experience should meet or exceed their expectations and be consistent” is an objective of Six Sigma business process improvement projects. **1 point**

- True
- False

No, the answer is incorrect.

**Score: 0**

Accepted Answers:
4) Using our Rs.80,000.00 investments with a net cash inflow of Rs.40,000.00 per year for a period of four years, a required rate of return of 15 percent, and an inflation rate of 8 percent per year, what will be NPV (Net Present Value) of our project?

- Rs.14896.72
- Rs.16359.38
- Rs.17930.87
- Rs.18598.64

No, the answer is incorrect.
Score: 0
Accepted Answers:
Rs.17930.87

5) Which of the following technique could be used to find out the launching time of a missile where the sequence of activities is in the form of a stochastic network?

- CPM
- PERT
- GERT
- Gantt Chart/Time Chart

No, the answer is incorrect.
Score: 0
Accepted Answers:
GERT

6) Suppose a work element is estimated to require 60 hours of labor by a technician. The specific technician assigned to this job is paid Rs.40.00/hr. Overhead charges to the project are 82% of direct labor charges. What will be the appropriate cost?

- Rs.4368.00
- Rs.4950.00
- Rs.5214.00
- Rs.5486.00

No, the answer is incorrect.
Score: 0
Accepted Answers:
Rs.4368.00

7) Which of the following is the correct formula to find Free Float of an activity?

Where
FFij = Free Float of activity i to j
LCj = Latest completion time of j
ESj = Earliest start time of j
ESi = Earliest start time of i
ECij = Earliest Completion time of activity i to j
Dij = Duration of time of activity i to j

- \[ FF_{ij} = LC_j - ES_i \]
- \[ FF_{ij} = ES_j - ES_i - D_{ij} \]
- \[ FF_{ij} = EC_j - ES_i \]
- \[ FF_{ij} = LC_j - EC_i \]

No, the answer is incorrect.
Score: 0
Accepted Answers:
Rs.4368.00
No, the answer is incorrect.
Score: 0
Accepted Answers:
\[ FF_j = ES_j - ES_i - DI_j \]
\[ FF_j = ES_j - EC_i - DI_j \]

8) The amount of time that the completion time of an activity can be delayed without affecting project completion time is

- Free Floats
- Total Floats
- Slack
- None of the above

No, the answer is incorrect.
Score: 0
Accepted Answers:
Free Floats
Total Floats
Slack
None of the above

No, the answer is incorrect.
Score: 0
Accepted Answers:
Total Floats

9) Which of the following are considered as the project risk?

- Delays
- Ability to meet specifications
- Decreased costs
- Project termination

No, the answer is incorrect.
Score: 0
Accepted Answers:
Delays
Project termination

No, the answer is incorrect.
Score: 0
Accepted Answers:
Gantt Chart

No, the answer is incorrect.
Score: 0
Accepted Answers:
Gantt Chart

11) The activities involved in Alpha Garment Manufacturing Company are listed below with their time estimates. What will be the total time of completion of the project?

<table>
<thead>
<tr>
<th>Activity</th>
<th>Description</th>
<th>Immediate Predecessor</th>
<th>Duration in Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Forecast sales volume</td>
<td>-</td>
<td>10</td>
</tr>
<tr>
<td>B</td>
<td>Study competitive market</td>
<td>-</td>
<td>7</td>
</tr>
<tr>
<td>C</td>
<td>Design item and facilities</td>
<td>A</td>
<td>5</td>
</tr>
<tr>
<td>D</td>
<td>Prepare production plan</td>
<td>C</td>
<td>3</td>
</tr>
<tr>
<td>E</td>
<td>Estimate cost of production</td>
<td>D</td>
<td>2</td>
</tr>
<tr>
<td>F</td>
<td>Set sales price</td>
<td>B,E</td>
<td>1</td>
</tr>
<tr>
<td>G</td>
<td>Prepare budget</td>
<td>F</td>
<td>14</td>
</tr>
</tbody>
</table>

- 21
- 22
- 35
- 42

No, the answer is incorrect.
Score: 0
12) In the above question what is the total float in hours of activity C? 

- 0.0
- 0.8
- 1.0
- 1.1

*No, the answer is incorrect.*

**Score: 0**

Accepted Answers:

0.0

13) Consider the following data of a project. What will be the expected duration and variance of activity C in weeks?

<table>
<thead>
<tr>
<th>Activity</th>
<th>Predecessor(s)</th>
<th>Duration (Weeks)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>a</td>
</tr>
<tr>
<td>A</td>
<td>-</td>
<td>2</td>
</tr>
<tr>
<td>B</td>
<td>-</td>
<td>5</td>
</tr>
<tr>
<td>C</td>
<td>A</td>
<td>7</td>
</tr>
<tr>
<td>D</td>
<td>B</td>
<td>2</td>
</tr>
<tr>
<td>E</td>
<td>A</td>
<td>3</td>
</tr>
<tr>
<td>F</td>
<td>C,D</td>
<td>5</td>
</tr>
<tr>
<td>G</td>
<td>C,D,E</td>
<td>3</td>
</tr>
<tr>
<td>H</td>
<td>F</td>
<td>1</td>
</tr>
</tbody>
</table>

- 5 and 1
- 8 and 1
- 7 and 0.444
- 6 and 0.111

*No, the answer is incorrect.*

**Score: 0**

Accepted Answers:

6 and 0.111

14) In the previous question what will be the critical project completion time? 

- 17
- 23
- 18
- 22

*No, the answer is incorrect.*

**Score: 0**

Accepted Answers:

23

15) What is the probability of completing the project on or before 26 weeks using the data given in question number 13? 

- 0.92506
- 0.92647
- 0.92785
- 0.92922

*No, the answer is incorrect.*

**Score: 0**

Accepted Answers:

0.92785