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Courses » Six Sigma

Announcements

Course

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Unit 5 - Week 4

Course outline

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Week 4

- Lecture 13: Competing through Service Quality
- Lecture 14: Introduction to Project Management
- Lecture 15: Project Life Cycle
- Lecture 16: Critical Path Method
- Quiz : Week 4: Assignment1 (Jan 2018)
- Week 4: Assignment Solution (Jan 2018)

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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.

- Total No. of Questions: 15. Each question carries one point.
- All questions are objective type. In some of the questions, more than one answers are correct.
- 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**

1. Reliability	a.	Being polite and showing respect for customer
2. Responsiveness	b.	Receive mail at same time each day
3. Assurance	c.	Cleanliness
4. Empathy	d.	Avoid keeping customer waiting for no apparent reasons
5. Tangibles	e.	Being a good listener

- 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 there 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:

Week 12

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True

4) Using our Rs.80, 000.00 investments with a net cash inflow of Rs.40, 000.00 per year for a **1 point** 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 **1 point** 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 **1 point** 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? **1 point**

Where

FF_{ij} = Free Float of activity i to j

LC_j = Latest completion time of j

ES_j = Earliest start time of j

ES_i = Earliest start time of i

EC_{ij} = Earliest Completion time of activity i to j

D_{ij} = Duration of time of activity i to j

i and j are nodes

- $[FF]_{ij} = [LC]_j - [ES]_i - D_{ij}$
 $[FF]_{ij} = [ES]_j - [ES]_i - D_{ij}$
 $[FF]_{ij} = [ES]_j - [EC]_{ij}$
 $[FF]_{ij} = [LC]_j - [EC]_{ij}$



No, the answer is incorrect.

Score: 0

Accepted Answers:

$$[FF]_{ij} = [ES]_j - [ES]_i - D_{ij}$$

$$[FF]_{ij} = [ES]_j - [EC]_{ij}$$

8) The amount of time that the completion time of an activity can be delayed without affecting project completion time is 1 point

- 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

10) Which of the following method is used for resource levelling purpose?

- PERT
- GERT
- CPM
- 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? 1 point

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

- 21
- 22
- 35
- 42

No, the answer is incorrect.

Score: 0



Accepted Answers:

35

12) In the above question what is the total float in hours of activity C?

1 point

- 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?

Activity	Predecessor(s)	Duration (Weeks)		
		a	m	b
A	-	2	5	8
B	-	5	7	9
C	A	7	5	9
D	B	2	5	8
E	A	3	6	9
F	C,D	5	8	11
G	C,D,E	3	6	9
H	F	1	2	9

- 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?

1 point

- 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?

1 point

- 0.92506
- 0.92647
- 0.92785
- 0.92922

No, the answer is incorrect.

Score: 0

Accepted Answers:

0.92785

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