**World class operations**

**Internal Assignment Applicable for June 2020 Examination**

**1. What are the sources of environmental pollution? Explain with a suitable case**

**Answer**: Development have led to faster depletion of natural resources, forestry, water, coal, and petroleum etc have given impetus to growth and now with the fast depletion of resources the crisis is approaching. Pollution, carbon and gaseous emission, are adding to crisis. Large scale usage of natural resources is not only causing depletion but also leading to wide spread air, water and noise pollution that is again leading to hazardous health problem and severe

**2. QFD is believed to be beneficial for implementing world class standards in operations. Do you believe this? If yes justify your answer with examples**.

**Answer**: QFD is a planning process to guide the design, manufacturing and marketing of goods by integrating the voice of the customer throughout the organization. Through QFD, every design, manufacturing and control decision is made to meet the expressed needs of customers. It uses a type of matrix diagram to present data and information. Even though QFD was originated in 1972 at Toyota has been the pioneer in deploying the tool extensively. It is estimated that Toyota has

**3. A. You are the operations manager of the big manufacturing unit. You have been asked by the Chief Operating Officer of the firm to prepare a white paper on Benchmarking for the firm. In this regard explain the different types of Benchmarking.**

**3. B. You are the operations manager of the big manufacturing unit. You have been asked by the Chief Operating Officer of the firm to prepare a white paper on Benchmarking for the firm. In this regard explain the process of Benchmarking**.

**Answer**: a) Benchmarking is the process of setting goals by looking into competitors and finding out ways of achieving these goals by improving the process. To-do this, managers have to play a significant and active role. They have to compare their company’s performance with that of their competitor’s and tyro find out why their performance differs from that of their competitors.

**Types of Benchmarking**

**Functional benchmarking**

Functional benchmarking involves the analysis of a particular function (core business function) which may be

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