**World Class Operations**

**April 2023 Examination**

**Q1. What do you understand by the concept of reliability? Explain with a suitable example from the manufacturing industry**? **(10 Marks)**

**Ans 1.**

**Introduction**

Reliability is evaluated because of the product, provider, and machine probability to carry out the best-intended capabilities to power ok modifications in a specific time. It is operated well or defines a business environment to avoid failure. The essential additives in business are defined as explicit knowledge of reliability in services and products to set up satisfactory providers, intended capabilities, and probability to design the best conditions within the business. Those components assist in powering assignment achievement, fair value, and performances to specify acceptable compliance in the industry. This section will describe the

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**Q2. What is QFD? Explain with suitable examples**. **(10 Marks)**

**Ans 2.**

**Introduction**

QFD helps to make a new product based on higher quality of products, growth, quantity, and value for the customers. QFD is a technique of planning which facilitates deciding the shape and quantity-based total product development. There are different terms for QFD according to the numerous thinkers and networks. As we will see an instance, Jack B. ReVelle, stated approximately QFD, 'QFD is known by many names as planning of matrix products and so on. QFD is based totally on listening to customers' desires and responding to their

**Q3a. BPR is one of the tools of world-class manufacturing. Assume yourself as the Head of operations of a manufacturing plant, and identify the areas where you can apply BPR**. **(5 Marks)**

**Ans 3a.**

**Introduction**

BPR plays a critical position within the world-class manufacturing plant. BPR is attracting the attention of industries and organizations because it wants to change its management practices and working system. Various other names recognize BPR, i.e., working smarter, core redesigning, and many

**Q3b. In the context of implementing BPR in a manufacturing plant, identify the challenges that you may face** **(5 Marks)**

**Ans 3b.**

**Introduction**

In business processes, Reengineering starts offevolved from bottom to top. In this system, some managers no longer respect their employees, and it must be smoother for employees to do their work effectively. In each corporation, every person faces various challenges at the time of implementation. Therefore, sometimes the customers are not satisfied with their