

JNTU ONLINE EXAMINATIONS [Mid 2 – MS]

**1. Which of the following refers to a directive written to guide personnel department in fulfilling its objectives or functions?**

- a. Personnel policy
- b. Recruitment policy
- c. Working Policy
- d. Training policy

**2. 'Specifying the requirements on the part of persons doing the job' is called**

- a. Job Rotation
- b. Job Analysis
- c. Job data
- d. job enrichment

**3. Developing organizational culture and management style is the function of**

- a. Human Resource Management
- b. Materials Management
- c. Finance Management
- d. Marketing Management

**4. Which of the following is predominantly a HR function?**

- a. supporting
- b. Line
- c. Line and supporting
- d. recreation

**5. Labour Management is the key issue for**

- a. HRM
- b. Personnel & IR
- c. Training and Development
- d. HRD

**6. The guide to management action in HRM is**

- a. Competitor
- b. customer
- c. Banker
- d. owner

**7. Human resource Management is**

- a. Operation-driven process

**b. Strategy-driven Process**

- c. Tactical Driven process
- d. Market-driven process

**8. Which of the following managers perform both line and staff functions?**

- a. Marketing manager
- b. Finance Manager
- c. Personnel Manager
- d. Logistics Manager

**9. Rational method of assessing requirements of human resources at different levels in the organization is called**

- a. Manpower Resources
- b. Manpower planning
- c. Manpower statistics
- d. manpower rationing

**10. Which of the following is a negative function**

- a. Recruitment
- b. Selection
- c. Performance appraisal
- d. Training

**11. Aptitude tests form a part of**

- a. Appraisal
- b. Training
- c. Selection
- d. negotiation

**12. Which of the following refers to the method of assessment to predict who would be successful on job?**

- a. Brainstorming
- b. Score cards
- c. Aptitude tests
- d. Attitude tests

**13. Which of the following cannot be assessed through group discussions?**

- a. Communication skills

b. Leadership skills

c. Ability to convince

**d. Conduct and character**

**14. The number of employees leaving the organization is referred as**

a. Induction

b. Inventory

**c. Labour Turnover**

d. turnover

**15. Redundancy results in**

a. Induction of employees

**b. Separation of employees**

c. Retention of employees

d. appraisal of employees

**16. Which of the following involves providing the organizations profile, business, its departments, their jobs to new employees?**

**a. Orientation**

b. Enlightenment

c. Training

d. Development

**17. A process designed to maintain or improve current job performance**

a. Developmental program

**b. Training Program**

c. Orientation program

d. Recreational program

**18. Which of the following facilitates employees working on series of jobs thereby learning a broad variety of skills is**

a. Skill training

b. Job Training

**c. Job Rotation**

d. job analysis

**19. Role playing helps in enhancing**

a. Listening skills

b. Writing skills

c. Observation skills

**d. Interpersonal skills**

**20. Conferences and seminars form a part of**

**a. Off the job training**

b. Online training

c. Multi skill training

d. Experiential learning

**21. Which of the following refer to interactive exercises practiced in mock situations?**

a. Conferences

b. Team Discussions

c. Case study

**d. Simulation Exercises**

**22. Experiential learning is a part of**

**a. on-the-job training**

b. off-the-job training

c. Personal Training

d. Both on-the-job and off-the-job training

**23. Training the employees selected to work in shop floor in the factory itself is**

a. Project Training

**b. Apprentice Training**

c. Professional Training

d. Quality circle

**24. The process of familiarizing new employees with vision, mission and goals of organization is called**

**a. induction**

b. attrition

c. separation

d. recruitment

**25. Training needs are assessed when**

a. job is performed well

**b. gap exists between actual and standard performance of a job**

c. non existence of job standards

d. employees want to earn more

**26. Advancement of an employee to a job with higher authority and responsibility is**

- a. Separation
- b. Promotion**
- c. Demotion
- d. Negotiation

**27. Demotion results in**

- a. High Authority and responsibilities
- b. High salary
- c. Lower authority and salary**
- d. Lower salary

**28. Termination of employment is also referred as**

- a. Separation**
- b. Induction
- c. Orientation
- d. Recruitment

**29. Wage and salary administration is done through**

- a. Job description
- b. Job induction
- c. Both job description and job induction
- d. Job evaluation**

**30. ESOP form a part of**

- a. Housing Incentive
- b. Financial Incentive**
- c. Vehicle Incentive
- d. Non-financial incentive

**31. Wages paid on basis of units produced is**

- a. standard wage system
- b. Piece wage system**
- c. Differential piece wage system
- d. Unit-wages

**32. Magnitude of difference in wages is**

- a. Wage differential**
- b. Compensation
- c. Wage revision
- d. Minimum wage

**33. Minimum Wages Act provides**

a. Organization's Policy

**b. Statutory Norm**

c. Obligatory Norm

d. Freedom to pay minimum wages

**34. Which of the following implies performance appraisal done by self by an employee?**

- a. Self-evaluation
- b. Self-judgment
- c. Self-appraisal**
- d. Self-analysis

**35. Which of the following is viewed as reward for better services one has rendered on a particular job?**

- a. Promotion**
- b. Demotion
- c. Attrition
- d. transfer

**36. The process of evaluating the performance or accomplishments of an employee is called**

- a. Performance review
- b. Performance Assessment
- c. Performance appraisal**
- d. Performance Management

**37. Which of the following is an example for non-analytical method of job evaluation?**

- a. Ranking method**
- b. Merit rating
- c. Factor comparison method
- d. Point rating method

**38. The financial implication of high labour turnover is**

- a. Loss of output
- b. Under utilization of equipment
- c. Additional overtime costs**
- d. Low employee morale

**39. Identifying the career plans of key position in an organization is a part of**

- a. Exit Strategy
- b. Succession Strategy**
- c. Recruitment Strategy
- d. Redeployment Strategy

**40. Consultation & Quality Circles form a part of**

- a. Financial Incentives
- b. Non-Financial Incentives**
- c. Performance appraisal
- d. Grievance handling

**41. In which of the following enactments, the Procedure for handling Industrial disputes**

**are clearly laid down?**

- a. Industrial Dispute Act, 1947**
- b. Workmen's Compensation Act, 1923
- c. Employees' State Insurance Act, 1948
- d. Industrial Disputes Act, 1948

**42. In which of the following, Skill, effort, responsibility and job conditions are widely accepted factors?**

- a. Factor Comparison Method
- b. Ranking Method
- c. Point Rating method**
- d. Job classification method

**43. Actual performance based on results is considered for evaluation in**

- a. Essay Method
- b. Forced Distribution Method
- c. MBO**
- d. Narrative method

**44. Which of the following involves motivational climate at all levels by training, counseling and delegation?**

- a. Negative reinforcement
- b. Positive reinforcement**
- c. Neutral reinforcement

d. Linear reinforcement

**45. The technique of assessing systematically the relative worth of each job is called**

- a. Job description
- b. Job enrichment
- c. Job evaluation**
- d. Job rotation

**46. Increased responsibility for planning and self evaluation is a part of**

- a. Job rotation
- b. Job security
- c. Job enrichment**
- d. Quality circles

**47. Which of the following is a natural choice for most of the knowledge-based organizations?**

- a. Consultation
- b. Flexi time**
- c. Job enlargement
- d. Grievance handling

**48. Final stage in grievance handling is**

- a. Conference with middle management
- b. Conference with Union
- c. Arbitration**
- d. separation

**49. To see India polio free by end of 2015 is an example of**

- a. Mission**
- b. Goal
- c. Plan
- d. strategy

**50. Complaint when ignored takes the form of**

- a. Dissatisfaction
- b. Grievance**
- c. Concern
- d. Dispute

**51. MBO was coined by**

a. Flippo

**b. Peter Drucker**

c. MB Athreya

d. Douglas McGregor

**52. Which of the following implies the `Overall objective` or `over all goal` of a firm?**

a. Policy

b. Vision

**c. Mission**

d. Strategy

**53. The broad guideline set by Top Management for making decisions is called**

a. Objective

**b. Strategy**

c. Policy

d. Goal

**54. The logical sequence of operations to be performed in a given project refers to**

**a. Programme**

b. Strategy

c. Plan

d. Mission

**55. The management's decision to convert one of their manufacturing unit to Export Oriented Unit (EOU) forms an example of**

a. Vision

**b. Corporate planning**

c. Objective

d. policy

**56. The Process of identifying opportunities to achieve further growth within the company`s current businesses is called**

**a. Intensive growth**

b. Diversification growth

c. Growth through Acquisition

d. Extensive growth

**57. Chandana Bros , a leading retailer in textile business, adds jewellery section also to its business. This is an example for**

a. Concentric diversification

b. Conglomerate diversification

**c. horizontal diversification**

d. vertical diversification

**58. SWOT analysis is analysis of**

a. Strong, win, Opportunities, Team work

b. Strengths, weakness, offers & Threats

**c. Strengths, weakness, opportunities & Threats**

d. Strengths, weakness, offers & Team work

**59. The strategy of penetrating into the existing markets with current product is**

a. Intensive penetration strategy

**b. Market penetrating strategy**

c. Current penetrating strategy

d. Competition penetrating strategy

**60. Concentric and conglomerate diversification form a part of**

a. Integrative growth

**b. Diversification growth**

c. Horizontal growth

d. Linear growth

**61. SBU refers to**

a. Software Business Unit

b. Solutions Business Unit

c. Systematic Business Unit

**d. Strategic Business Unit**

**62. The process of developing DVD players from VCR in keeping view of the technology trends is an example of**

a. Market Development Strategy

**b. Product Development Strategy**

c. diversification strategy

d. acquisition strategy

**63. Identifying opportunities to develop or acquire business related to companys**

**current businesses is**

**a. Integrative growth**

b. Intensive growth

c. Horizontal growth

d. Linear growth

**64. Disinvestment from PSU's by**

**Government is an example for**

a. Strength - Threat Strategy

**b. Threat-Weakness strategy**

c. Strength-Opportunity strategy

d. Win-Lose strategy

**65. Legally taking over business of competitors is**

a. Vertical Strategy

b. Downsizing strategy

c. Backward Integration strategy

**d. Horizontal Integration strategy**

**66. To identify and understand new opportunities in which the company can perform profitably is**

a. Environmental outlook

**b. Environmental scanning**

c. Environmental scouting

d. Environmental analysis

**67. Which of the following forms a part of external environmental analysis?**

a. Strengths

b. Opportunities

c. weakness

**d. Opportunities & Threats**

**68. A challenge posed by an unfavorable trend**

a. Opportunity

b. Weakness

**c. Threat**

d. Strength

**69. Which of the following is a strategy that aims at optimising strengths and weaknesses?**

**a. Strength Threat Strategy**

b. Strength Opportunity Strategy

c. Threat-Weakness strategy

d. Strength-weakness strategy

**70. Single Business Unit planned independently from rest of company is**

a. EOU

**b. SBU**

c. MOU

d. FOU

**71. Corporate planners are called as**

**a. Strategists**

b. Visionaries

c. Motivators

d. Planners

**72. The process of analyzing the firm's internal strength and weakness is**

**a. Internal analysis**

b. Internal processing

c. Internal review

d. Internal performance

**73. When a company finds its product-wise performance is not even the best suited, the strategy is**

a. Expansion

b. Retrenchment

c. Stability

**d. Combination strategy**

**74. Walmart proposes an alliance with Bharti Group. What is this alliance called?**

**a. Product-service alliance**

b. Logistic alliance

c. organizational alliance

d. Combinations

**75. For which of the following, Outsourcing is an example?**

a. Expansion

**b. Combination**

c. Retrenchment

d. Combination

**76. Which of the following is a tool that aids for corporate strategy evaluation and control?**

- a. MIS
- b. MIS & MBO**
- c. HRIS
- d. CRM

**77. Most favoured strategy for progressive firm is**

- a. Threat-weakness strategy
- b. Strength Threat strategy
- c. Strength Opportunity strategy**
- d. Strength-weakness strategy

**78. The alliances the corporate choose to develop with the members of their strategic groups are called**

- a. Strategic alliance**
- b. Organizational alliance
- c. Strategic shift
- d. Strategic combination

**79. Two or more companies coming to promote their products & services form**

- a. Promotional alliance
- b. Logistic alliance
- c. Advertisement alliance**
- d. Distribution alliance

**80. The course of action desired to achieve the objective of the enterprise is**

- a. Strategy**
- b. Mission
- c. Objective
- d. schedule

**81. During initial stages of product life cycle, which of the following strategy is preferred?**

- a. Stability
- b. Expansion**
- c. Retrenchment
- d. Combination

**82. Which of the following strategies the company is said to pursue when it provides `Employee stock options` are offered?**

- a. Differentiation
- b. Retrenchment
- c. Retention**
- d. expansion

**83. Why mission statements are communicated down the cadres in the organisation?**

- a. to communicate down the cadres in the organisation
- b. to develop shared vision**
- c. to motivate all in the organization
- d. to coordinate work around

**84. Which of the following ensures strategic allocation of resources in organizations?**

- a. schedules
- b. budgets**
- c. rules
- d. policies

**85. Companies having alliance with GATI for transportation of goods are said to have**

- a. Product alliance
- b. Pricing collaboration
- c. Logistic alliance**
- d. pricing alliance

**86. Which of the following strategies means gaining more market share with the current products in the current markets?**

- a. market exploration strategy
- b. market penetration strategy**
- c. market expansion strategy
- d. market integration strategy

**87. The process of Strategic Management begins with**

- a. Mission
- b. Goal

**c. Mission and Goal**

- d. Either Mission or Goal

**88. Which of the following explains the basic reason for the existence of an organization?**

**a. mission**

- b. shared vision

- c. goal

- d. strategy

**89. Which of the following is an operational tool to achieve the goals set through mission?**

- a. plan

- b. goal

**c. strategy**

- d. schedule

**90. Which of the following implies the process of reducing the operations of the unprofitable business?**

- a. outsourcing

**b. downsizing**

- c. closing

- d. winding up

**91. Which of the following imply opportunities?**

- a. weaknesses

**b. threats**

- c. strengths

- d. infrastructure

**92. In which of the following cases, expansion strategy is followed?**

- a. in the early stages of product life cycle

- b. when there is cut throat competition

**c. when there is competition and the product is in early stages of product life cycle**

- d. when you want to make more profits

**93. Which of the following is a tool for coordination and timing of different supporting programmes in a complex project?**

**a. PERT/CPM**

- b. GERT/CPM

- c. CPM

- d. PERT

**94. Which of the following evaluates systematically the company's internal factors?**

**a. strategic advantage profile**

- b. strategic profile

- c. advantage profile

- d. strategic profile advantage

**95. An alliance is said to be successful when it can promote more sales at \_ \_ \_ \_**

**\_ \_ \_ cost.**

**a. lower**

- b. linear

- c. horizontal

- d. same

**96. Which of the following is not one as suggested by Michael Porter?**

- a. Overall cost leadership

**b. overall profit leadership**

- c. differentiation

- d. Focus

**97. The wide fluctuations in the foreign currency exchange rate imply**

- a. exchange risk

- b. fluctuation risk

**c. financial risk**

- d. technical risk

**98. Which of the following form the basis for the most desirable strategy for a business unit?**

- a. strengths and weaknesses

**b. strengths and opportunities**

- c. strategies and threats



d. strategies and opportunities

**99. Which of the following is the starting point for strategic management process?**

**a. mission and goals**

b. allocation of resources

c. mission and strategies

d. mission and resources

**100. The minimum slack will always be**

a. positive

**b. negative**

c. linear

d. four

**101. PERT & CPM provide**

a. Logical picture layout & complex project sequence

**b. Identifying the critical activities & events**

c. Basis for working time, cost & resources

d. an optimal rate of return on investment

**102. Which of the following is not the limitations of Gantt's bar chart?**

a. Interdependencies

b. Project progress

c. Uncertainties

**d. coordination**

**103. Which of the following is not an internal strategy variation?**

a. expansion

b. retrenchment

c. stability

**d. budgeting**

**104. In network analysis the overall objective is**

**a. To minimize overall time spent**

b. To maximize overall return on capital

c. To neutralize overall time spent

d. To cover every activity at any cost

**105. Which of the following denotes a set of activities with specific goal for**

**a specific period of time?**

a. Schedule

**b. Project**

c. Activity

d. critical path

**106. Which of the following denotes number of techniques for planning & control of complex projects**

**a. Network analysis**

b. Activity analysis

c. Project analysis

d. Planning analysis

**107. PERT refers to**

a. Programme Escalation Review Tool

**b. Programme Evaluation Review Technique**

c. Project Evaluation Revised Tool

d. Project Evaluation Reasoning Technique

**108. Link between Gantt chart & PERT/CPM network is**

**a. Milestone chart**

b. Logical Chart

c. Network Chart

d. Activity chart

**109. In PERT, dummy activity represents**

a. dependence

**b. logical dependence**

c. independence among jobs

d. logical independence among jobs

**110. Which of the following does not consume resources?**

a. Activity

b. Event

c. Dummy activity

**d. Dangler**

**111. CPM involves a tradeoff between**

a. Cost

b. Time

**c. Cost & Time**

d. Cost, time and quality

**112. The task or job in a program is represented by**

- a. Event
- b. Activity**
- c. Network
- d. Dotted event

**113. Start or end of activity is called**

- a. Event**
- b. Activity
- c. event and activity
- d. critical path

**114. Which of the following is event oriented?**

- a. PERT**
- b. CPM
- c. PERT and CPM
- d. CPPM

**115. CPM is**

- a. Optimistic
- b. probalistic
- c. Deterministic**
- d. optimistic and probabilistic

**116. In PERT activity is represented by**

- a. Arrow**
- b. Circle
- c. Dotted arrow
- d. Dotted circle

**117. In PERT, the event is represented by**

- a. Arrow
- b. Circle**
- c. Dotted arrow
- d. Ellipse

**118. In optimistic time estimate the time taken by activity is**

- a. Maximum
- b. Minimum**
- c. No consumption of time
- d. Either maximum or minimum

**119. Average time estimate ( $t_e$ ) is**

- a.

- b.
- c.
- d.

**120. Negative float occurs**

- a. When  $T_s$  is less than Total project time
- b. When  $T_s$  is greater than total project time**

c. When  $T_s$ =Total project time

d. When  $T_s$  + total project time

**121. Positive float occurs when**

- a.  $T_s$  is less than project time**
- b. When  $T_s$  is greater than total project time
- c. When  $T_s$ =Total project time
- d. When  $T_s$  + total project time

**122. Such events left untied to overall network are called**

- a. Prototype
- b. Sequence
- c. Dangers**
- d. drops

**123. Time taken to delay a particular event without affecting the project completion time**

- a. Deviation
- b. Succession
- c. slack**
- d. critical path

**124. Float represents**

- a. Under utilized resources**
- b. Over utilized resources
- c. Optimally utilized resources
- d. Sub-optimally utilized resources

**125. Which of the following Normal deviate?**

- a.**
- b.
- c.
- d.

**126. Path which contains all event with zero or minimum slack is**

**a. Critical path**

- b. Succession or event
- c. Critical slack
- d. Event slack

**127. In Beta distribution, standard deviation is equal to**

- a.
- b.
- c.
- d.

**128. JIT system is sometimes referred to adapting**

- a. Linear system

**b. Lean Production system**

- c. TQM
- d. Nonlinear system

**129. EOQ is the order quantity that**

- a. Maximizes total annual carrying cost
- b. Equates total cost
- c. Multiplies total annual carrying cost
- d. Minimizes total annual carrying cost**

**130. If the effort on a non-critical activity is to be reduced, it may result in**

- a. its duration and time**
- b. its number of activities
- c. its number of events
- d. its number of critical activities

**131. Just in time concept eliminates**

- a. Operations
- b. Inventory**
- c. Man power
- d. WIP

**132. Kanban is**

- a. Information as to what has to be done**
- b. Over production
- c. Inventory control
- d. Automation

**133. EOQ is**

- a. Equal order quantity
- b. Estimated overall quantity**

**c. Economic order quantity**

- d. Equilibrium open quantity

**134. Which of the following indicates time by which an activity can expand?**

- a. total float
- b. free float**
- c. independent float
- d. negative float

**135. A programme is also called**

- a. job
- b. project
- c. event

**d. network**

**136. TQM was first coined by**

- a. Toyota Production System
- b. US Naval Air Systems Command**
- c. General Electric
- d. General Motors

**137. Six sigma practice was first developed by**

- a. General Motors
- b. General Electric
- c. Motorola**
- d. Nokia

**138. In Six sigma methodology, DMAIC is to improve**

- a. New Business process
- b. Existing business process**
- c. New Business process and Existing business process
- d. Either New Business process or Existing business process

**139. Which of the following is a dynamic linked system?**

- a. JIT**
- b. MRP
- c. EOQ
- d. KANBAN

**140. Jikoda is**

- a. Workers observation of the machines
- b. Machine monitoring
- c. Providing machines with autonomous capability to use judgment**
- d. Worker monitoring

**141. Six sigma process can have maximum defects of**

- a. 3.4 defects per hundred
- b. 3.4 defects per trillion

**c. 3.4 defects per million**

- d. 3.4 defects per thousand

**142. Six sigma is registered trademark of**

- a. GE
- b. Bank of America
- c. Honeywell International

**d. Motorola**

**143. Six sigma methodology is accomplished through the use of**

- a. DMAIC
- b. DMADV

**c. DMAIC and DMADV**

- d. DMAIC minus DMADV

**144. Non-Conformity of product or service to its specifications is**

- a. Defect**
- b. Quality
- c. Design
- d. Implementation

**145. Which of the following signify the scope, boundaries and intent of each key process area?**

- a. Origins
- b. Projects
- c. Goals**
- d. Orgins and projects

**146. Which of the following describe elements of infrastructure and practice for effective implementation?**

- a. Key practices**
- b. Goals

- c. Timelines
- d. Goals aand Timelines

**147. In Six sigma methodology, DMADV is used for**

- a. New process designs**
- b. Existing process designs
- c. New process designs and Existing process designs
- d. Either New process designs or Existing process designs

**148. CapabilityMaturity Model implies**

**a. Instructions an organization can follow to gain better control over its software**

- b. Instructions to frame HR policy in software organizations
- c. Process for effective utilization of software
- d. products with effective quality

**149. Which of the following identifies cluster of related activities achieve a set of goals.**

- a. Key process areas**
- b. Origins
- c. Timelines
- d. Schedules

**150. Which of the following organizations treat change management as an ordinary business process in orderly way?**

- a. Maturity level 2
- b. Maturity level 3
- c. Maturity level 4
- d. Maturity level 5**

**151. Which of the following is the basis for process capability study?**

- a. Process with multiple errors
- b. If one has six standard deviations between mean of a process and nearest specification limit there will be practically zero errors**

- c. Process with minimum errors
- d. process with maximum errors

**152. CMM ranks software development organization in a hierarchy of**

- a. Two levels
- b. Three levels
- c. Four levels
- d. Five levels**

**153. CMMI is**

- a. Capability MaturityModel Improvement
- b. CapabilityMaturityModel Integration**
- c. Capability MaturityModel Initialization
- d. Capability MaturityModel Initiator

**154. Which of the following organizations treat change management as an ordinary business process in orderly way?**

- a. Maturity level 2
- b. Maturity level 3
- c. Maturity level 4
- d. Maturity level 5**

**155. The process of planning and management of sourcing, procurement, conversion and logistics activities is called**

- a. Supply Chain Management**
- b. InventoryManagement
- c. Logistics Management
- d. Sourcing management

**156. Production decisions and scheduling activities of SCM are grouped under**

- a. Operational activity
- b. Tactical Activity**
- c. Strategic Activity
- d. Operational and tactical activities

**157. Inbound and outbound logistics form**

- a. Operational activity**
- b. Tactical Activity
- c. Strategic Activity
- d. Both Tactical Activity and Strategic Activity

**158. The major concern of CRM is**

**a. Relationship between organization and customers**

- b. Relationship between organization and consumers
- c. Relationship between different customers
- d. None

**159. Information technology infrastructure for SCM is grouped under**

- a. Operational activity
- b. Tactical Activity
- c. Strategic Activity**
- d. Both Operational activity and Tactical Activity

**160. ERP is**

- a. Economic resource planning
- b. Enterprise resource planning**
- c. Emerging resource planning
- d. Emerging economic planning

**161. Supply sourcing and negotiations are the functions of**

- a. CRM
- b. Production Planning
- c. Procurement**
- d. BPO

**162. In physical distribution the final destination of marketing channel is**

- a. Service Provider
- b. Manufacturer
- c. Customer**
- d. Both Service Provider and Manufacturer

**163. Key ingredient of ERP system is**

- a. Multiple database
- b. Diversified database
- c. Unified database**
- d. modular base

**164. The process of extending or changing system work by writing new user interface and underlying code is**

- a. Consulting

b. Implementation

**c. Customization**

d. customer behaviour

**165. The discipline within systems management that focuses on monitoring & managing performance**

a. Performance improvement

**b. Application performance management**

c. Both Performance improvement and Application performance management

d. Either Performance improvement or Application performance management

**166. Focuses on creating methodical & predictable ways to improve business results**

a. APM

b. BPM

**c. OPM**

d. BPR

**167. MRP is**

**a. Material requirement Planning**

b. Manufacturing requirement planning

c. Multiple resource planning

d. Performance analysis

**168. Initial ERP implementation is the responsibility of**

**a. Consulting team**

b. Customization team

c. Support team

d. Customization team and Support team

**169. The process where a manager intervenes to give feed back & adjust performance**

a. Performance planning

**b. Performance coaching**

c. Performance appraisal

d. Performance analysis

**170. The process of assessing progress in achieving predetermined goals is**

**a. Performance management**

b. Assessment

c. Both Performance management and Assessment

d. Either Performance management or Assessment

**171. Decision to sub contract some or all non core processes**

a. BPR

**b. BPO**

c. APM

d. BPA

**172. Improvements by means of elevating efficiency & effectiveness of processes**

**a. BPR**

b. BPO

c. ITES

d. MBO

**173. Process of comparing organizations operations & internal processes against other organizations in/outside industry**

a. TQM

**b. Benchmarking**

c. Both TQM and Benchmarking

d. Either TQM or Benchmarking

**174. BPO contracted outside a company's own country**

**a. Offshore outsourcing**

b. Onshore outsourcing

c. Offshore outsourcing and Onshore outsourcing

d. Either Offshore outsourcing or Onshore outsourcing

**175. Balanced scorecard was developed by**

a. Robert Kaplan

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b. David Norton

**c. Robert Kaplan & David Norton**

d. Herald Koontz

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