

Global College International  
Mid-Term Examinations 2023  
Master of Business Administration (MBA)

Name: .....

Course Title: Production and Operations Management  
Full Marks: 100      Pass Marks: 50

Semester: III  
Time: 4 hours

**SECTION A: MULTIPLE CHOICE QUESTIONS**

**(1\*20=20)**

*Tick the BEST answers*

1) Which of the following is Operations Management Technology not concerned with?

- A) Product & Service Technology
- B) Process Technology
- C) Globalization Technology
- D) Information Technology

2) Which of the following models is most abstract?

- A) Physical Models
- B) Schematic Models
- C) Mathematical Models
- D) Quantitative Model

3) What is the main goal of a company?

- A) Obtain the highest profit
- B) Find solutions that will be in the best interests of stakeholders
- C) Produce as many products as possible
- D) A and C

4) Which one of these are important trends?

- A) Operations Strategy
- B) Revenue Management
- C) Lean Production
- D) None of the above

5) All of these result from lean production except:

- A) Flattening of organizational structure
- B) Emphasis on Quality
- C) Time Reduction
- D) Product Liability

6) Which of the following is the correct order of supply chain?

- A) Direct suppliers--producer--distributor--suppliers' suppliers--final customers
- B) Suppliers' suppliers--distributor--direct suppliers--producer--final customers
- C) Suppliers' suppliers--Direct suppliers--producer--distributor--final customers
- D) Final customers--Suppliers' suppliers--direct suppliers--producer--distributor

7) Which one of the following is a major trend in business?

- A) Management of supply chains
- B) Outsourcing
- C) Agility
- D) None of the above

8) What is the purpose of a value analysis?

- A) To cut down on production time
- B) To reduce cost and/or improve product performance
- C) To analyze the potential profitability of the product
- D) To ensure customer satisfaction and profits

- 9) What are the four phases of the Product Life Cycle?  
 A) Introduction, Growth, Maturity, Decline  
 B) Research, Design, Introduction, Maturity, Decline  
 C) Design, Introduction, Maturity, Decline  
 D) Growth, Maturity, Decline, Re-Design
- 10) Which of the following is an advantage of standardization?  
 A) Design may be frozen with too many imperfections remaining.  
 B) High cost of design changes increases resistance to improvements.  
 C) More routine purchasing, handling and inspection of procedures.  
 D) Decreased variety results in less consumer appeal.
- 11) Which of the following is NOT a phase in the service design process?  
 A) Conceptualize (idea generation, Asses customer needs and demand).  
 B) Identify service package and components needed.  
 C) Determine performance specifications.  
 D) All of the following are phases in the service design process.
- 12) Which is an important factor that gives rise to market opportunities and threats for product and service design?  
 A) Economic  
 B) Social and demographic  
 C) Political and Competitive  
 D) All of the above
- 13) Which of the following is NOT a key question about product and service design from an organization's standpoint?  
 A) Is there demand for it?  
 B) Can we do it?  
 C) What level of management is appropriate?  
 D) What level of quality is appropriate?
- 14) The assessment of the environmental impact of a product or service throughout it's useful life is known as?  
 A) Product liability  
 B) Uniform commercial code  
 C) Life cycle assessment  
 D) Value analysis
- 15) Whose key contribution included the cause-and-effect diagram (fishbone diagram)?  
 A) Joseph M. Juran  
 B) Kaoru Ishikawa  
 C) Armand Feigenbaum  
 D) Walter Shewhart
- 16) Which cost of quality involves the cost of preventing a defect from occurring?  
 A) Appraisal Costs  
 B) Failure Costs  
 C) Fixing Costs  
 D) Prevention Costs
- 17) Which failures are discovered after delivery to customer?  
 A) External  
 B) Internal  
 C) Prevention  
 D) Quality
- 18) Which method for generating ideas is a tool used to organize data into logical categories?  
 A) Brainstorming  
 B) Affinity Diagram  
 C) Quality Circles  
 D) Interviewing
- 19) Which of the following is a consequence of poor quality?  
 A) loss of business  
 B) liability  
 C) productivity  
 D) all of the above are correct
- 20) Which of the following is true of the benefits of good quality?  
 A) enhanced reputation for quality  
 B) reduced productivity  
 C) lower liability cost  
 D) both a & c are correct



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You are required to answer in your words as far as applicable.

**SECTION B: Short Answer Questions [5\*6=30 marks]**

Answer any FIVE questions:

1. There are 480 minutes available during the day, and the average daily demand has been 50 chairs. There are 8 tasks:

Task	Performance time [min.]	Preceding tasks
A	4	-
B	7	-
C	6	A, B
D	5	C
E	6	D
F	7	E
G	8	E
H	6	F, G

- a. Draw a precedence diagram.  
b. Find cycle time.  
c. Assign tasks to work stations  
d. Calculate idle time
2. Balfour's is considering building a plant in one of three possible locations. They have estimated the following parameters for each location:

Location	Fixed Cost	Variable Cost
Waco, Texas	\$300,000	\$5.75
Tijuana, Mexico	\$800,000	\$2.75
Fayetteville, Arkansas	\$100,000	\$8.00

3. For what unit sales volume should they choose each location?
4. Eric Johnson makes billard balls on his New England plant. With recent increases in his costs, he has a newfound interest in efficiency. Eric is interested in determining the productivity of his organizations. He would like to know if his organization is maintaining the manufacturing average of 3% increase in productivity. He has the following data representing a month from last year and an equivalent month this year:

Variables	Last year	New
Units produced	1000	1000
Labor (hours)	300	275
Resin (pounds)	50	45
Capital invested (\$)	10000	11000
Energy (BTU)	3000	2850

- Show the productivity percentage change for each category and then determine the improvement for labor-hours, the typical standard for comparison.
5. Construct a cause-and-effect-diagram to reflect "student dissatisfied with university registration process." Use the "four Ms" or create your own organizing scheme. Include at least 12 causes.
6. Product A is assembled from 2 units of S<sub>1</sub> and 3 units of S<sub>2</sub>. S<sub>1</sub> is made of 1 unit of C<sub>1</sub>, 4 units of C<sub>2</sub>, and 1 unit of C<sub>3</sub>. S<sub>2</sub> is made of 3 units of C<sub>2</sub> and 2 units of C<sub>3</sub>.
- a. Draw a product structure diagram for product A.  
b. How many sub components are needed to fill an order for 200 A's?



7. "Business trends have had great impact on Production and Operations Management." Discuss with suitable examples.

**SECTION C: Long Answer Question [15\*2=30 marks]**

*Answer any Two questions*

8. Describe the strategic significance of process design. How can organizations gain a competitive edge with process design?
9. Briefly describe the dimensions of product and service quality and apply them to a specific product.
10. What is facility layout? Explain its types with suitable examples.

**SECTION D: Case Study [20 marks]**

*11. Read the given case below and answer the following questions:*

**Minit- Lube**

A substantial market exists for automobile tune-ups, oil changes and lubrication service for more than 200 million cars on U.S. roads. Some of this demand is filled by full-service auto dealerships, some by Sears and Firestone, and some by other tire/service dealers. However, Mints-Lube, Mobil-Lube, Jiffy-Lube and others has also developed strategies to accommodate this opportunity.

Minit-Lube stations perform oil changes, lubrication and interior cleaning in a spotless environment. The buildings are clean, painted white, and often surrounded by neatly trimmed landscaping. To facilitate fast service, cars can be driven through three abreast. At Mint-Lube, the customer is greeted by service representatives, who are graduates of Minit-Lube U. The Minit-Lube school is not unlike McDonald's Hamburger University near Chicago or Holiday Inn's training school in Memphis. The greeter takes the order, which typically includes fluid checks (oil, water, brake fluid, transmission fluid, and differential grease) and the necessary lubrication, as well as filter changes for air and oil. Service personnel in neat uniforms then move into action. The standard three-person team has one person checking fluid levels under the hood, another assigned interior vacuuming and window cleaning, and the third in the garage pit, removing the oil filter, draining the oil, checking the differential and transmission, and lubricating as necessary. Precise task assignments and good training are designed to move the car into and out of the bay in 10 minutes. The idea is to charge no more, and hopefully less, than gas stations, automotive repair chains, and auto dealers, while providing better service.

**Questions:**

1. What constitutes the mission of Minit-Lube?
2. How does the Minit-Lube operations strategy provide competitive advantage? (Hints-Evaluate how Minit-Lube's traditional competitors perform the 10 decisions of operations management vs. how Minit-Lube performs them.)
3. Is it likely that Minit-Lube has increased productivity over its more traditional competitors? Why?
4. How would we measure productivity in this industry?



**Global College International**  
**Master of Business Administration (MBA)**  
**Mid-Term Examination (MTE)- 2023**  
**Semester: III**

Course Title: Total Quality Management  
Full Marks: 100 Pass Marks: 50

Course Code: MGT 533  
Time: 04:00 Hours

You are required to answer in your words as far as applicable.

**SECTION B: Short Answer Questions [5\*6=30 marks]**

*Answer any FIVE questions:*

1. Out of internal and external failure cost, which is more expensive? Justify it with suitable example.
2. Describe the impact of supplier partner's relationship in organizational performance.
3. Select a product or service and describe how the dimensions of quality influence its acceptance.
4. What is experimental design? Describe about its application.
5. Describe about total quality management including its principles.
6. Write the importance of employee involvement for customer delighting.
7. Write short notes (on any two):
  - a. Scatter diagram
  - b. Cost benefit analysis
  - c. Forced field analysis

**SECTION C: Long Answer Questions [2\*15=30 marks]**

*Answer ANY TWO question.*

8. The following data is given the weight of an automobile part. Five samples of four items each were taken on random sample basis (at an interval of 1 hour each).

Sample number	Weight of the parts in gram			
1	20	22	25	24
2	18	23	20	26
3	24	25	22	20
4	23	21	26	24
5	24	25	24	21

Required: 1. Draw control charts for mean and range. Is the process under control? (4 + 4 + 2)

9. Critically comment on Juran's, Deming's, and Crosby's philosophies.
10. Organization's financial performance depends on customer satisfaction. Few Nepalese entrepreneurs are saying different people has different perception towards product and service. So, organization emphasis on customer expectations from product and service before production of goods and service. Few entrepreneurs are saying Nepalese peoples are suffering from economic problem due to COVID 19 pandemic. Nepalese people's expectation is only to obtain goods and service at minimum price as per as possible. If organization focused on mass production and provide goods and service at minimum price, organization will become success to increase financial performance. Give your personal arguments.



## SECTION D: Case Study [20 Marks]

11. Read the given case below and answer the following questions:

*Ritz-Carlton.* The name alone evokes images of luxury and quality. As the first hotel company to win the Malcolm Baldrige National Quality Award, the Ritz treats quality as if it is the heartbeat of the company. This means a daily commitment to meeting customer expectations and making sure that each hotel is free of any deficiency.

In this hotel industry, quality can be hard to quantify. Guests do not purchase a product when they stay at the Ritz: They buy an experience. Thus, creating the right combination of elements to make the experience stand out is the challenge and goal of every employee, from maintenance to management.

Before applying for the Baldrige Award, company management undertook a rigorous self-examination of its operations in an attempt to measure and quantify quality. Nineteen processes were studied, including room service delivery, guest reservation and registration, message delivery, and breakfast service. This period of self-study included statistical measurement of process workflows and cycle times for areas ranging from room service delivery times and reservations to valet parking and housekeeping efficiency. The results were used to develop performance benchmarks against which future activity could be measured.

With specific, quantifiable targets in place, Ritz-Carlton managers and employees now focus on continuous improvement. The goal is 100 % customer satisfaction. If a guest's experience does not meet expectations, the Ritz-Carlton risks losing that guest to competition.

One way the company has put more meaning behind its equality efforts is to organize its employee into "self-directed" work teams. Employee teams determine work scheduling, what work needs to be done, and what to do about quality problems in their own areas. In order that they can see the relationship of their specific area to the overall goals, employees are also given the opportunity to take additional training in hotel operations. Ritz-Carlton believes that a more educated and informed employee is in better position to make decisions in the better interest of the organization.

### Questions:

- a) In what ways could the Ritz-Carlton monitor its success in achieving quality?
- b) Many companies say that their goal is to provide quality product or services. What actions might you expect from a company that intends quality to be more than a slogan or buzzword?
- c) Why might it cost the Ritz-Carlton less to "do things right" the first time?
- d. What are some nonfinancial measures of customer satisfaction that might be used by the Ritz-Carlton?

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Semester: III

Name of Student: .....

Course Title: Total Quality Management  
Full Marks: 100 Pass Marks: 50

Course Code: MGT 533  
Time: 04:00 Hours

**SECTION A: MULTIPLE CHOICE QUESTIONS**

(1\*20=20)

Tick the BEST answers.

1. Which is not included in quality dimension?  
a. Response                      b. Aesthetics                      c. Reputation                      d. Price
2. Quality is free statement of .....  
a. Deming                      b. Juran                      c. Crosby                      d. Ishikawa
3. Which is not internal failure cost...  
a. Internal scrap cost.  
b. Re-work cost.  
c. Energy cost for remelting of rejected castings cost.  
d. cost incurred for warrant claimed by customer is.
4. According to modern concept of quality, which statement is false.  
a. The quality control department is a separate unit, checking the finished products.  
b. Improve the processes in advance to eliminate the reasons for the low quality.  
c. Low quality is due to poor labor management.  
d. Sincere evaluation and respect for people is the key to higher quality.
5. Out of given statements which is not TQM principle.  
a. Customer satisfaction is top priority.  
b. Top management must provide the leadership for quality.  
c. Provides goods and services at minimum price.  
d. Customer defines quality.
6. Just-in Time (JIT) origin and development was in ...  
a. U.S.A.                      b. Japan                      c. German                      d. U. K.
7. Deming begins education of .....  
a. Japanese industrial managers  
b. United States industrial managers  
c. European industrial managers  
d. Australian industrial managers
8. .... introduces the cause-and-effect diagram.  
a. Deming                      b. Juran                      c. Crosby                      d. Ishikawa
9. In 1979 quality is free published by  
a. Deming                      b. Crosby                      c. Ishikawa                      d. Juran
- Q10. Key element/elements to a partnering relationship is/are....  
a. Long-term commitment                      c. Shared vision  
b. Trust                      d. All of the above



11. Which of the following is not a failure cost?
- Rework, fixing of bugs detected in internal testing of software.
  - Internal scrap
  - Engineering and drawing changes to correct errors.
  - Performance testing by customer and unsatisfied
12. Identify false statement....
- prevention costs associated with reducing the potential for defective parts or services.
  - Prevention costs associated with evaluating products, processes, parts, and services.
  - Employee training cost is a prevention cost.
  - Product planning cost is a prevention cost.
13. Which one is not traditional concept of quality.
- Some minor defects and deviations are acceptable.
  - Low quality is due to poor working people.
  - Higher quality means higher costs, reduced profits.
  - Higher quality creates higher profits.
14. Which of the following is responsible for quality objective?
- Top level management
  - Middle level management
  - Frontline management
  - All of the above
15. \_\_\_\_\_ helps organization reduce employee turnover and absenteeism.
- Job design
  - Training & development
  - Wage revision
  - All of the above
16. While setting Quality objective, \_\_\_\_\_ to be considered.
- Customer need
  - Organizational need
  - Supplier needs
  - Worker need
17. P-D-C-A stands for ....
- Plan-Do-Check-Act.
  - Plan-Do-Correct-Act.
  - Proceed-Do-Check-Act.
  - Proceed-Do-Correct-Act.
18. Improving quality through small, incremental improvements is a characteristic of what type of quality management system?
- Just-in-time
  - Six-Sigma
  - TQM
  - Kaizen
19. Which of the following is key components of a Total Quality Management system?
- Individual responsibility, incremental improvement, use of raw data.
  - Collective responsibility, continual improvement, use of raw data.
  - Group responsibility, staged improvement, knowledge
  - Involves everyone, continual improvement, use of data and knowledge.
20. To achieve the objectives and stimulate innovation, what the organization should encourage?  
Select correct option:
- The involvement of its human resource
  - The involvement of its process
  - The involvement of its system
  - The involvement of its capital



**Global College International**  
**Mid-Term Examination (MTE)- 2023**  
**Master of Business Administration (MBA)**  
**Semester III**

Name of Student: .....

Course Title: Entrepreneurship and Technology Development  
Full Marks: 100 Pass Marks: 50

Course Code: MGT 534  
Time: 04:00 Hours

**SECTION A: MULTIPLE CHOICE QUESTIONS**

**(1\*20=20)**

Tick the *BEST* answers.

1. Innovation can best be defined as \_\_\_\_\_.  
A. the generation of new ideas.  
B. the evolution of new ideas.  
C. the opposite of creativity.  
D. the successful exploitation of new ideas.
2. Why are small businesses important to a country's economy?  
A. They give an outlet for entrepreneurs.  
B. They can provide specialist support to larger companies.  
C. They can be innovators of new products.  
D. All the above.
3. An individual who initiates, creates and manages a new business can be called \_\_\_\_\_.  
A. A leader  
B. A manager  
C. An entrepreneur  
D. A professional
4. Which of the following is the reason for business failure \_\_\_\_\_.  
A. Lack of market research.  
B. Poor financial control.  
C. Poor management.  
D. All the above.
5. Which could provide an individual with the motivation to start a new business venture?  
A. The financial rewards.  
B. A desire to be independent.  
C. Risk-taking  
D. All the above.
6. Which of the following factors would not be included in a PESTLE analysis?  
A. Government re-cycling policy.  
B. Proposed reduction in interest rates.  
C. Competitor activity.  
D. Demographic changes.
7. Which industrial sector tends to naturally promote small-scale businesses and entrepreneurship, and generally has lower barriers to market entry?  
A. Service.  
B. Manufacturing.  
C. Distribution.  
D. Agriculture.
8. A business arrangement where one party allows another party to use a business name and sell its products or services is known as \_\_\_\_\_.  
A. A cooperative.  
B. A franchise.  
C. An owner-manager business.  
D. A limited company.
9. Trademarks relate to \_\_\_\_\_.  
A. Practice and knowledge acquired through experience  
B. The protection of proprietary information of commercial value  
C. The right to reproduce ones own original work  
D. Brand identity

10. The use of informal networks by entrepreneurs to gather information is known as \_\_\_\_\_.
- A. Secondary research.
  - B. Entrepreneurial networking.
  - C. Informal parameters.
  - D. Marketing
11. Entrepreneurs are motivated by \_\_\_\_\_.
- A. money.
  - B. personal values.
  - C. pull influences.
  - D. All the above
12. Which of the following are described as one of the Big Five personality traits?
- A. tolerance of others.
  - B. need for achievement.
  - C. propensity to leadership.
  - D. locus of control
13. Which of the following is least likely to influence the timing of new business births?
- A. Government policies.
  - B. Profitability.
  - C. Consumer expenditure.
  - D. Weather conditions
14. Which of the following statements is false?
- A. Market segmentation is a useful process for small businesses to undertake.
  - B. Selling is essentially a matching process.
  - C. A benefit is the value of a product feature to a customer.
  - D. It is a good idea for small businesses to compete solely on price.
15. The purpose of all good small business strategy is \_\_\_\_\_.
- A. to increase turnover.
  - B. to increase profitability.
  - C. to achieve competitive advantage.
  - D. to achieve stated objectives.
16. Which of the following is a recognized disadvantage of setting up as a start-up as compared with other routes to market entry?
- A. less satisfaction of the owners.
  - B. less help from various agencies.
  - C. there are more funds required.
  - D. there is a high failure rate.
17. Goods or services reach the market place through \_\_\_\_\_.
- A. marketing channels.
  - B. multilevel pyramids.
  - C. monopolies.
  - D. multiplication
18. To provide financial assistance to entrepreneurs the government has set up a number of \_\_\_\_\_.
- A. financial advisors.
  - B. financial intermediaries.
  - C. Industrial estates.
  - D. financial institutions.
19. State Industrial corporations engage in the development of \_\_\_\_\_.
- A. industrial estates.
  - B. institutional estates.
  - C. individual investors.
  - D. agricultural entrepreneurs.
20. \_\_\_\_\_ is primarily concerned with the identification of the project demand potential and the selection of the optimal technology.
- A. Techno-economic analysis.
  - B. Feasibility analysis.
  - C. Input analysis.
  - D. Financial analysis.



Global College International  
Mid-Term Examination (MTE)- 2023  
Master of Business Administration (MBA)  
Semester III

Name of Student: .....

Course Title: Entrepreneurship and Technology Development  
Full Marks: 100 Pass Marks: 50

Course Code: MGT 534  
Time: 04:00 Hours

You are required to answer in your words as far as applicable.

**SECTION B: Short Answer Questions [5\*6=30 marks]**

**Answer any FIVE questions:**

1. Entrepreneurship is growing around the world. Describe with suitable example.
2. What are the competitive advantages of entrepreneurship in Nepal?
3. What are the features of innovation theory?
4. What are the roles of technology towards entrepreneurship development in Nepal?
5. What is intellectual property rights (IPR)? Discuss on types of IPR.
6. What is the technology transfer? How can entrepreneur create opportunities from technology transfer?
7. Describes of characteristics of successful entrepreneurs.

**SECTION C: Long Answer Questions [2\*15=30 marks]**

**Answer ANY TWO question.**

8. Discuss on role of entrepreneur in economic development and developing economies with suitable example.
9. What are the relations between invention, innovation and technology transfer towards entrepreneurship development in any nations? Explain.
10. Define creativity. How does creativity contribute to the opportunity recognition process?

**SECTION D: Case Study [20 Marks]**

**11. Read the Case carefully and answer the following questions:**

### Walmart de México: Investing in Renewable Energy

When Walmart de México y Centroamérica decided to buy the power generated by the Electrica del Valle de México's (EVM) wind farm, EVM's struggling project received a significant boost. While the proposed wind farm was located in an area with abundant wind resources, absent a creditworthy off-taker the project would not have been able to line up financing. With Walmart de México's 15-year PPA (Power Purchase Agreement) in hand, the developers were able to gain financial backing, buy and erect the turbines, and begin generating electricity by 2010. For Walmart de México, becoming the wind farm's off-taker accomplished a number of important objectives. EVM guaranteed electricity at below the rates charged by Mexico's state-controlled utility, shaving costs for the famously thrifty retailer. In addition, the project allowed Walmart de México to get closer to some of its sustainability goals. The wind farm would supply electricity to 348 Walmart de México facilities in central Mexico, providing 18% of the electricity Walmart de México consumed in Mexico in 2010. The wind farm was just one part of the efforts Walmart de México was undertaking in the sustainability area. The company had pledged to meet ambitious goals, looking to reduce waste in its and its suppliers' operations. In the energy area, the company was hoping to receive 50% of its energy from renewable sources by 2015, even in a period of rapid growth, increasing its square footage in Mexico by 12% in 2012 alone. All told, the efforts of Walmart de México had made it the world's leading retailer in the area of sustainability – a distinction the company hoped to build on.



The success of the EVM wind farm had ignited Manuel Gómez Peña's thinking about further renewable energy projects. Gómez, Walmart de México's Director of Sustainability, was considering ways the project financing structure might be further adapted to allow Walmart de México to participate in and benefit from other projects. Gómez was also considering the mix of renewable energy sources. In addition to wind, solar and mini-hydroelectric projects were possibilities that Walmart de México could consider. Any project that Walmart de México undertook had to work in concert with Mexico's electricity grid and rate-making structure. Mexico's political leadership had announced a commitment to electricity from renewable energy sources, to move the country away from its traditional reliance on natural gas and oil. Mexico's government-controlled electricity utility had simplified the transmission rates for renewable energy and had constructed a few projects of its own. However, there were no special feed-in-tariffs for renewable energy and only a few tax incentives for the construction of renewable energy projects. Furthermore, there was a dearth of independent project developers with the resources and expertise to build large-scale projects. Gómez also had to take into account Walmart de México's capabilities and focus. While the company had made sustainability a priority, corporate officials were loath to take on projects that took them too far from the company's central activity of retailing. The company's investment group analyzed sustainability projects on the same basis as any other project, concentrating on return on investment. Gómez believed that the situation called for creative thinking. How could the company leverage its sterling credit rating to get renewable energy projects off the ground? For the EVM wind farm, Walmart de México's equity investment was minimal, just sufficient to meet the requirements for Mexico's self-supply tariff.

### Questions

- i. Should the company take a larger equity position in further energy projects, rather than simply serving as an off-taker?
- ii. What technologies should Walmart de México employ to achieve its renewable energy goals?
- iii. How could Walmart de México expand the program outside of Mexico to the other central American countries in which it operated?



**Global College International**  
**Master of Business Administration (MBA)**  
**Mid-Term Examination (MTE)- 2023**  
**Semester: I**

Name of Student: .....

Course Title: Corporate Law  
Full Marks: 100 Pass Marks: 50

Course Code: MGT 535  
Time: 04:00 Hours

**SECTION A: MULTIPLE CHOICE QUESTIONS (1\*20=20)**

Tick the BEST answers.

1. Annual general meeting is conducted
  - a. Once in two years
  - b. Within 6 months from end of fiscal year
  - c. As and when required
  - d. It's not necessary
  
2. Consensus ad idem means
  - a. Agreeing upon the same thing and in the same manner
  - b. Rejecting the consent
  - c. Meeting of people to get some consent
  - d. Free consent
  
3. An offer cannot be made to one of the following
  - a. Public
  - b. Offeror
  - c. To other party
  - d. Group of people
  
4. If contract is caused by a false representation without intention to lie then it is:
  - a. Contract against the law
  - b. Voidable contract
  - c. Void contract
  - d. Unenforceable contract
  
5. The remedy available in case of the breach of a negative term of contract:
  - a. Suit for specific performance
  - b. Suit for quantum meruit
  - c. Suit for injunction
  - d. Suit for rescission
  
6. What are the types of liquidation?
  - a. Mandatory and voluntary
  - b. Compulsory and mandatory
  - c. Regulatory and proceedings
  - d. Compulsory and voluntary
  
7. A contract can be made
  - a. impliedly
  - b. verbally
  - c. writing
  - d. all of the above
  
8. Interns can be hired by
  - a. publishing vacancy announcement
  - b. head hunt by HR department
  - c. entering into agreement between the company and educational institution
  - d. none of the above
  - e.
  
9. Force majeure means
  - a. force used by the government
  - b. act of god
  - c. force of public
  - d. major force used by the police

10. 'Benefit and Detriment' are the elements of
- acceptance
  - consideration
  - free consent
  - none of the above
11. The basis of partnership business is
- Partnership agreement
  - Registered certificate
  - Memorandum of association
  - Articles of association
12. IPO means
- Initial public offering
  - International public organization
  - Intentional public office
  - Initial public organization
13. What do you mean by equity investment?
- Investment in shares
  - Investment in technology
  - Investment in loan
  - None of the above
14. MOA means
- Memorandum of Association
  - Means of Agreement
  - Meeting of Association
  - None of the above
15. Doctrine of corporate personality is used by
- Sole proprietorship
  - Companies
  - Partnerships
  - Non-governmental
16. Parliament makes law in the form of:
- Precedent
  - Delegated legislation
  - Policies
  - Act
17. You have contractual capacity when you are:
- 8 years old
  - 16 years old
  - 18 years old
  - 21 years old
18. One of the elements of offer is:
- It has to be unconditional
  - It is conditional
  - Ambiguity
  - Counter offer
19. A limited liability is
- liability limited to the number of purchased shares
  - liability limited to the work instructed
  - liability towards the employees
  - liability towards the shareholders
20. Invitation of offer is
- Making actual offer
  - Inviting someone to make an offer
  - Accepting an invitation
  - Counter offer



**Global College International**  
**Master of Business Administration (MBA)**  
**Mid-Term Examination (MTE)- 2023**  
**Semester: I**

Course Title: Corporate Law  
Full Marks: 100 Pass Marks: 50

Course Code: MGT 535  
Time: 04:00 Hours

You are required to answer in your words as far as applicable.

**SECTION B: Short Answer Questions [5\*6=30 marks]**

**Answer any FIVE questions:**

1. Explain public law with an example.
2. Define void contract with an example.
3. Explain the process of hiring an intern in a organization.
4. What do you mean by precedent?
5. What is the role of board of directors in a company?
6. Define consensus ad idem.
7. What scope do opinion and fact have in the contract made by misrepresentation?

**SECTION C: Long Answer Questions [2\*15=30 marks]**

**Answer ANY TWO question.**

8. Explain the circumstances when an order of specific performance is not issued by the court.
9. What is the relationship between corporate personality and limited liability? Illustrate your answer.
10. Explain the employers' responsibility on providing benefits to the employees.

**SECTION D: Case Study [20 Marks]**

**11. Read the Case carefully and answer the following questions:**

A Canadian company and a US company concluded a contract for the construction of a hydroelectric plant in Grand-Mere, Quebec, Canada.

During the execution of the work, which lasted four years, the US company faced a number of problems (unavailability of the site areas, cleaning the foundations deeper than expected, etc.), which had significantly increased the costs for the realization of the project. In particular, the work had cost the US company \$ 76 million more than the initially estimated value (\$ 111 million).

In one of the clauses (Clause 60) of the Agreement between two companies had mentioned that, "**In the event where US company suffers loss in the territory of the Canada due to war or other armed conflict, a state of national emergency or insurrection or riots, then the Canadian company as a treatment, indemnification, compensation or other settlement to US company pay full damages which US company had to face during such circumstances.**"

The Agreement also had mentioned that both the parties would equally cooperate to fulfill the terms and conditions as mentioned in the Agreement.

On the basis of Clause 60, the US company filed a suit against Canadian company demanding full compensation settlement.

**The US company also cited Articles 1.1, 1.3 and 1.7 of UNIDROIT Principles:**

- Parties are free to enter into contract and determine its content
- A contract validly entered into in binding upon the parties. It can be only modified or terminated in accordance with its terms or by agreement or as otherwise provided in these Principles
- Each party must act in accordance with good faith and fair dealing in international trade
- The parties may not exclude or limit this duty.

**Resolve this case on the basis of performance and discharge of contract.**



**Global College International**  
**Master of Business Administration (MBA)**  
**Mid-Term Examination (MTE)-2023**  
**Semester- III**

Name of Student: .....

Course Title: Strategic Management  
Full Marks: 100                      Pass Marks: 50

Course Code: MGT 531  
Time: 04:00 Hours

**SECTION A: Multiple choice questions [1\*20=20]**

Tick the correct answer.

1. Which of the following is NOT a major element of the strategic management process?
  - a. Formulating strategy
  - b. Implementing strategy
  - c. Evaluating strategy
  - d. Assigning administrative task
  
2. What is meant by the term 'Stakeholder'?
  - a. A person who is not related with a business
  - b. A person who is related with a business
  - c. A person who owns a business
  - d. A person who purchases the shares of a business
  
3. The various organizational routines and processes that determine how efficiently and effectively the organization transforms its inputs into outputs are called:
  - a. Strengths
  - b. Core competencies
  - c. Capabilities
  - d. Customer value
  
4. When defining strategic management, the most important thing to remember is that it is:
  - a. Not as easy as you think
  - b. Mainly the province of senior managers
  - c. A living evolving process
  - d. More conceptual than practical
  - e. A way of determining responsibilities
  
5. An organization's strategy:
  - a. Remains set in place longer than the mission and objectives
  - b. Generally, forms over a period of time as events unfold
  - c. Tends to be formed at the same time the mission is developed and objectives are formulated
  - d. Is usually conceived at a single time when managers sit down and work out a comprehensive strategic plan for the next 3-5 years
  
6. The primary focus of strategic management is:
  - a. Strategic analysis
  - b. The total organization
  - c. Strategy formulation
  - d. Strategy implementation
  
7. Which of the following defines what business or businesses the firm is in or should be in?
  - a. Business strategy
  - b. Corporate strategy
  - c. Functional strategy
  - d. National strategy
  
8. Which one of the following is at the core of strategic management?
  - a. Choosing which organizational objectives to focus on
  - b. Being alert for opportunities to change work responsibilities
  - c. Adapting the organization to a changing external environment
  - d. Choosing whether to make decisions autocratically or on the basis of participation



9. The corporate level is where top management directs:

- a. All employees for orientation
- b. Its efforts to stabilize recruitment needs
- c. Overall strategy for the entire organization
- d. Overall sales projections

10. which one of the following is NOT in the Porter's Five Forces model:

- a. Potential development of substitute products
- b. Bargaining power of suppliers
- c. Rivalry among stockholders
- d. Rivalry among competing firms

11. The environmental segments that comprise the general environment typically will NOT include

- a. demographic factors.
- b. sociocultural factors.
- c. substitute products or services.
- d. technological factors.

12. Product differentiation refers to the:

- a. ability of the buyers of a product to negotiate a lower price.
- b. response of incumbent firms to new entrants.
- c. belief by customers that a product is unique.
- d. fact that as more of a product is produced the cheaper it becomes per unit.

13. Which of the following is NOT an entry barrier to an industry?

- a. expected competitor retaliation
- b. economies of scale
- c. customer product loyalty
- d. bargaining power of suppliers.

14. New entrants to an industry are more likely when (i.e., entry barriers are low when...)

- a. it is difficult to gain access to distribution channels.
- b. economies of scale in the industry are high.
- c. product differentiation in the industry is low.
- d. capital requirements in the industry are high.

15. Suppliers are powerful when:

- a. satisfactory substitutes are available.
- b. they sell a commodity product.
- c. they offer a credible threat of forward integration.
- d. they are in a highly fragmented industry.

16. The highest amount a firm can charge for its products is most directly affected by

- a. expected retaliation from competitors.
- b. the cost of substitute products.
- c. variable costs of production.
- d. customers' high switching costs.

17. According to the five factors model, an attractive industry would have all of the following characteristics EXCEPT:

- a. low barriers to entry.
- b. suppliers with low bargaining power.
- c. a moderate degree of rivalry among competitors.
- d. few good product substitutes.

18. Internal analysis enables a firm to determine what the firm

- a. can do.
- b. should do.
- c. will do.
- d. might do.

19. An external analysis enables a firm to determine what the firm

- a. can do.
- b. should do.
- c. will do.
- d. might do.

20. Which group would be classified as a stakeholder?

- a. Communities
- b. Banks
- c. Suppliers
- d. Employees
- e. All of these



**Global College International**  
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**Semester- III**

Course Title: Strategic Management  
Full Marks: 100                      Pass Marks: 50

Course Code: MGT 531  
Time: 04:00 Hours

You are required to answer in your own words as far as applicable.

**SECTION B: Short Answer Questions [5\*6=30 marks]**

*Answer any FIVE questions:*

1. In order to be a successful company, being active in an attractive industry alone is not enough: a company will need to acquire a dominant competitive position by choosing among three generic strategies. Briefly explain. (6)
2. Barriers to entry are the obstacles or hindrances that make it difficult for new companies to enter a given market. Discuss them briefly. (6)
3. In the context of business and economics, a resource is any factor that's necessary to accomplish a goal or carry out an activity. In short, they are the components that a business needs in order to do business. What are the various types of organizational resources? (6)
4. Explain primary activities of the Value Chain Analysis Model. (6)
5. Explain support activities of the Value Chain Analysis Model and profit margin. (6)
6. Discuss the difference between forward and backward integration strategies. (6)
7. What are some of the strategic challenges being faced by businesses globally due to the recent pandemic? (6)

**SECTION C: Long Answer Questions [2\*15=30 marks]**

*Answer ANY TWO question.*

8. Critically examine Porter's five forces industry analysis model. (15)
9. Make a distinction between vision and mission statements. Explain the various essential characteristics of a good vision statement and a mission statement. (15)
10. Illustrate and explain the strategic management framework. (15)

**SECTION D: Case Study [20 Marks]**

11. *Read the Case carefully and answer the following questions:*

**Case Study: CSR Issues at Chun Si and the Western Companies [2\*10=20]**

Liu Zhang was apprehensive about taking a job at the Chun Si Enterprises in Zhongshan where thousands of factories manufacture goods for Western companies. The company manufactures and sells handbags mainly to Wal-Mart, Target and K-Mart. The western companies were advertising the decent workplace conditions and fair salary of their suppliers despite the fact that most of the Chinese companies located at Zhongshan, including Chun Si Enterprises, were poor regarding the workplace related CSR.

Liu joined the factory and quickly realized that the factory was even worse than his imagination. The factory charged \$45 a month for food and lodging in a crowded dorm. Health and Safety measures at workplace were also poor. Liu also found that the factory's 900 workers were locked in the walled factory compound making themselves virtual captives. Recently, news in the Times Magazine published the fact that western companies including Wal-Mart is promoting the businesses like Chun Si where workers are severely exploited. This deteriorated the image of not only the Chun Si but also the Wal-Mart and other western companies.

**Questions**

- a) Explain various theoretical perspectives of Corporate Social Responsibility (CSR) and its importance to organizations today. (10)
- b) Discuss how Triple Bottom Line approach of CSR could be implemented by Chun Si Enterprises and the western companies. (10)

- End of Paper -