

*Thapar University, Patiala*  
**LMT School of Management**

*MBA (IT -Operations)*

*Date: 13<sup>th</sup> March, 2010*

*MST examination*

Subject Code: SB626

Subject Name: Lean and Flexible Management

Time: 2 hrs; MM: 30

Name of Faculty: Ramchander Maddela

**Answer any three questions:**

- Q1 Write about evolution of Lean Management?
- Q2 Discuss about the various lean tools?
- Q3 What is Value Stream Mapping (VSM) and provide a sample process flow diagram from order to delivery?
- Q4 Write about break through Toyota production system and its results?
- Q5 Discuss how voice of customer (VOC) is integrated in supply chain in ford motors?