

- (i) What was the matrix after step II ? Based on such matrix, ascertain (ii) and (iii) given below.
- (ii) What was the most difficult task for operators I, II and V ?
- (iii) Who was the most efficient operator ?
- (iv) If you are not told anything about the manager's errors, which operator would be denied any task ? Why ?
- (v) Can the manager go ahead with his assignment to correctly arrive at the optional assignment, or should he start afresh after introducing the dummy task at the beginning ?
- (b) Classify the following measures under appropriate categories in a balanced score card for a banking company which excels in its home loan products : 3
- (i) A new product related to life insurance is being considered for a tie up with the successful housing loan disbursements.
e.g. every housing loan applicant to be advised to take a life policy or compelled to take a fire insurance policy.
- (ii) How different sectors of housing loans with different interest rates have been sanctioned, their volumes of growth in the past 4 quarters.
- (iii) How many days are taken to service a loan, how many loans have taken longer, what additional loans are to be released soon, etc.
- (Students are not required to copy these statements into their answer books)
- (c) A company can make any one of the 3 products X, Y or Z in a year. It can exercise its option only at the beginning of each year. 3
Relevant information about the products for the next year is given below :

	X	Y	Z
Selling Price (₹/u)	10	12	12
Variable costs (₹/u)	6	9	7
Market Demand (units)	3000	2000	1000
Production capacity (units)	2000	3000	900
Fixed costs (₹)			30,000

You are required to compute the opportunity costs for each of the products.