

**MANAGEMENT SCIENCE  
KEYS**

**I Choose the correct alternative:**

1. C
2. C
3. A
4. B
5. D
6. A
7. C
8. B
9. C
10. C

**II Fill in the blanks**

11. Business needs
12. Feedback and control.
13. Degrees
14. Programme Evaluation Review Technique
15.  $(\text{Crash cost} - \text{Normal cost}) / (\text{Normal Time} - \text{Crash Time})$
16. Customer groups, needs and technology
17. Strengths and opportunities
18. Less
19. Front office outsourcing
20. Yellow belts