

**MBA**  
**(SEM. II) THEORY EXAMINATION 2022-23**  
**OPERATIONS MANAGEMENT**

Time: 3 Hours

Total Marks: 100

Note: 1. Attempt all Sections. If require any missing data; then choose suitably.

**SECTION A**1. Attempt *all* questions in brief.

2 x 10 = 20

- (a) Define operations management.
- (b) Define productivity
- (c) Mention any types of Layouts.
- (d) Define tangibility in services.
- (e) Define FSN and SDE for inventory control.
- (f) What is SCM ?
- (g) What is outbound logistics ?
- (h) Define EDP.
- (i) What is ISO?
- (j) What is TPM ?

**SECTION B**2. Attempt any *three* of the following:

10 x 3 = 30

- (a) What are the various factors that affect the productivity ?
- (b) What are the various factor taken into consideration for plant location?
- (c) Explain the various differences between product and services.
- (d) What do you understand by Supply Chain Management? Explain various flows in SCM too.
- (e) What are the objective and benefits of Total Productive Maintenance ( TPM )?

**SECTION C**3. Attempt any *one* part of the following:

10 x 1 = 10

- (a) What is the importance of production and operations management? Explain with differences
- (b) What do you understand by method study and work measurement? Discuss with methods.

4. Attempt any *one* part of the following:

10 x 1 = 10

- (a) What are the various characteristics of service ?
- (b) Briefly explain the SERVQUAL Model ? What are quality gaps ?

5. Attempt any *one* part of the following: 10 x 1 = 10
- (a) What is inventory? Explain carrying cost, ordering cost and EOQ. Also calculate EOS for problem given below:-  
A company purchases MCB at the rate of Rs. 25/piece. The yearly consumption of MCB is 18000. The conveying cost is 2500 p.a. and cost of ordering is Rs. 250/order.
- (b) What is ABC analysis and how does it help in inventory management ?
6. Attempt any *one* part of the following: 10 x 1 = 10
- (a) What is the importance of SCM ? Explain push and pull view in the supply chain.
- (b) Explain the meaning and importance of Bullwhip effect in SCM.
7. Attempt any *one* part of the following: 10 x 1 = 10
- (a) Explain the Juran Quality Trilogy. What is PDCA cycle?
- (b) What is KAIZEN ? Explain briefly "Five S" of Kaizen

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