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MBA

THEORY EXAMINATION (SEM-II) 2016-17

OPERATIONS MANGEMENT

Time : 3 Hours

Max. Marks : 100

Note : Be precise in your answer. In case of numerical problem assume data wherever not provided.

SECTION – A

1. **Explain the following:** **10 x 2 = 20**
- (a) Difference between operations management and production management.
 - (b) Give the classification of operations.
 - (c) Exponential smoothing technique of forecasting.
 - (d) Explain the supply chain drivers.
 - (e) Role of information Technology in SCM.
 - (f) Routing decisions
 - (g) Various dimensions of quality
 - (h) Line of Balance Technique
 - (i) Features of Juran's Quality Trilogy
 - (j) Total Productive Maintenance (TPM).

SECTION – B

2. **Attempt any five of the following questions:** **5 x 10 = 50**
- (a) What are the primary and secondary factors taken in to consideration while choosing an appropriate site for a manufacturing plant?
 - (b) Give the classification of Plant layout with relative merits and demerits.
 - (c) What are the various steps involved in new product development.
 - (d) What are the various approaches to product design? Explain.
 - (e) Explain the various ways of improving productivity. Also explain the method study technique of productivity improvement.
 - (f) What are the various flows involved in SCM. Explain with the help of an appropriate diagram.
 - (g) What are the various principles of scheduling? Explain Master Production Scheduling.
 - (h) Explain the various inventory control techniques.

SECTION – C

- Attempt any two of the following questions:** **2 x 15 = 30**
3. Explain the quality control techniques adopted for cost reduction and control.
 4. What is benchmarking. Explain the salient features of benchmarking and the steps involved in implementation process.
 5. What are the differences between Six Sigma and TQM? Explain application of Six Sigma in automobile industry and specify the paradigm shift in six sigma.