

Master of Business Administration (M.B.A.) Semester—II (C.B.C.S.) Examination
OPERATIONS MANAGEMENT
Compulsory Paper—4

Time : Three Hours]

[Maximum Marks : 80

- Note :—** (1) All questions are compulsory.
 (2) All questions carry equal marks.

Sondi 1. (A) What is operations management ? Explain the scope, importance, functions and challenges of operations management. (1)

OR

Yurrgj (B) Define capacity. Explain the various types of capacities and discuss the parameters required for capacity expansion. (1)

Kumel 2. (A) What are factors which influence the choice of plant location ? Explain in brief any four types of plant layouts used. (2)

OR

(B) The following table gives the activities in a construction project : (2)

Activity	Predecessor	Proj. Duration in Months
A	—	4
B	—	6
C	—	2
D	A	5
E	C	2
F	A	7
G	D,B,E	4

1. Draw network diagram for the Project.
2. Identify the critical path.
3. Calculate the total project duration.

Dhan 3. (A) Explain the role of Materials management. What are the popular inventory management tools used in industry ? (3)

OR

Kumel (B) Calculate the vendor rating from the following data and determine the best vendor. (3)

Vendors data	Vender A	Vender B	Vendor C
Quantity Supplied	85	80	70
Quantity Accepted	83	80	65
Price per item	Rs. 6	Rs. 6.20	Rs. 5.9
Delivery promised	4 wks	4 wks	4 wks
Actual delivery	6 wks	4.2 wks	5 wks
Response to suggestions	85%	89%	88%

- Weightage for Quality = 60 %
 Price = 20 %
 Delivery = 10 %
 Response to Suggestion = 10 %.

4. (A) Explain the difference between Product Quality and Service Quality. What are the dimensions and cost aspect of quality ? (4)

OR

- (B) Explain the concept of productivity. What are the various tools used to enhance productivity ? (4)
5. Write short notes on :—
- (A) Difference between make to stock and make to order. (1) *Phanmuc*
- (B) Material Requirement Planning. (3)
- (C) EOQ model. (3)
- (D) TQM. (4)

Master of Business Administration (M.B.A.) Semester—II (C.B.C.S.) Examination
OPERATIONS MANAGEMENT

Compulsory Paper—4

(Elective)

Time : Three Hours]

[Maximum Marks : 80

Note :— (1) ALL questions are compulsory.

(2) All questions carry equal marks (16 Marks Each).

1. ~~(A)~~ Explain in detail the modern tools and recent trends in Operations Management.

OR

~~(B)~~ Explain functions and challenges of Operations Management.2. ~~(A)~~ What is Production System ? Explain different types of production systems.

OR

(B) A project consists of a series of tasks labelled A, B, ..., H, I with the following relationships (W < X, Y means X and Y cannot start until W is completed; X, Y < W means W cannot start until both X and Y are completed). With this notation construct the network diagram having the following constraints :

A < D, E; B, D < F; C < G; B, G < H; F, G < I

Find also the critical path and minimum time of completion of the project, when the time (in days) of completion of each task is as follows :

Task	:	A	B	C	D	E	F	G	H	I
Time	:	23	8	20	16	24	18	19	4	10

3. (A) Explain the cost associated with inventory control and factors affecting the inventory control.

OR

~~(B)~~ Explain the role of materials management and also explain the purchase process.

4. (A) Explain the concept of KAIZEN and TQM.

OR

~~(B)~~ What do you mean by quality ? Explain its concept, dimensions and cost.

5. Write notes on :

~~(A)~~ Differences between Manufacturing and Services.~~(B)~~ ABC Analysis~~(C)~~ Work Measurement~~(D)~~ Fixed Position Layout.

Ruby
16/11/19

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(Elective)

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N.B. :— (1) All questions are compulsory.

(2) All questions carry equal marks (16 marks each).

1. (A) Differentiate between manufacturing and services with suitable examples from the Industry today.

OR

~~(B)~~ Explain modern tools and recent trends in the field of operations management.

2. (A) Differentiate between product layout and process layout with suitable sketches.

OR

(B) Information on the activities required for a project is as follows :

Name	A	B	C	D	E	F	G	H	I	J	K
Activity	1-2	1-3	1-4	2-5	3-5	3-6	3-7	4-6	5-7	6-8	7-8
Node	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Duration (Days)	2	7	8	3	6	10	4	6	2	5	6

✓ (i) Draw the network and show the critical path.

~~(ii)~~ Calculate the project completion time.

3. (A) Enumerate various types of inventory management tools and explain any one of your choice in detail.

OR

(B) Explain the concept of quality with reference to the techniques such as TQM and SIX-SIGMA.

4. (A) Explain various dimensions of quality and differentiate between product quality and service quality.

OR

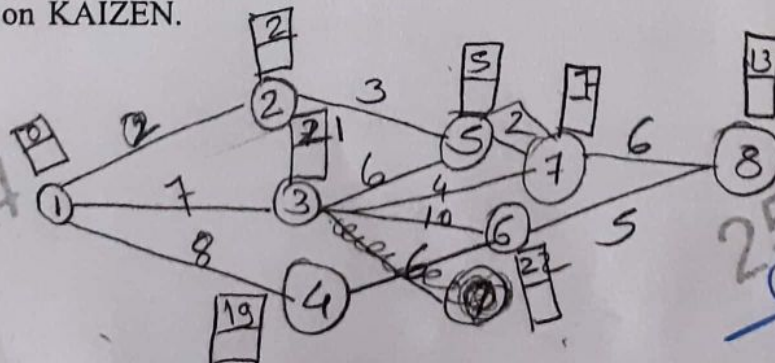
(B) Differentiate between Method Study and Time Study.

5. (a) What is production planning ? State the process of production planning.

(b) Explain various factors affecting the location of a plant.

(c) Explain the concepts of lead-time and reorder level.

(d) Elaborate on KAIZEN.



Critical path \Rightarrow ① 1, 2, 5, 7, 8 = 2 + 3 + 2 + 6 = 13