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MBA
(SEM II) THEORY EXAMINATION 2021-22
OPERATIONS MANAGEMENT

Time: 3 Hours**Total Marks: 100****Note:** Attempt all Sections. If you require any missing data, then choose suitably.**SECTION A****1. Attempt all questions in brief. 2x10 = 20**

Qno	Questions	CO
(a)	Define partial productivity.	1
(b)	What is production management and operations management?	1
(c)	List the characteristic of service.	2
(d)	Create a difference between product and service with example.	2
(e)	Summarize the various MUDA's of JIT.	3
(f)	Difference between product and service.	3
(g)	Differentiate between inbound and outbound SCM.	4
(h)	Define Lean Manufacturing.	4
(i)	What is PDCA Cycle?	5
(j)	Define TPM.	5

SECTION B**2. Attempt any three of the following: 10x3 = 30**

Qno	Questions	CO
(a)	How we can measure the productivity and what are its type?	1
(b)	Explain the various types of plant layout.	2
(c)	Differentiate between scheduling and routing.	3
(d)	Discuss different approaches of Strategies used in aggregate planning.	4
(e)	TQM focuses on "Satisfy the customer first, last and always". Explain with help of Six Sigma Model.	5

SECTION C**3. Attempt any one part of the following: 10x1 = 10**

Qno	Questions	CO
(a)	Write a detailed note on Work Study.	1
(b)	Explain the various types of manufacturing system.	1

4. Attempt any one part of the following: 10x1 = 10

Qno	Questions	CO
(a)	Describe the SERVQUAL model of measuring service quality	2
(b)	Explain the various key steps in new product development.	2

5. Attempt any one part of the following: 10x1 = 10

Qno	Questions	CO
(a)	"Production control is the key to the success of a business organization". Discuss this statement, listing the various functions carried out under production control and state their purpose in brief.	3
(b)	Discuss the model of ABC model of inventory control. How it is different from EOQ model.	3



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6. Attempt any *one* part of the following: **10x1 = 10**

Qno	Questions	CO
(a)	Describe the various flows involved in SCM. Explain with the help of an appropriate diagram.	4
(b)	What is Bullwhip effect and how we can reduce it?	4

7. Attempt any *one* part of the following: **10x1 = 10**

Qno	Questions	CO
(a)	Explain the seven quality control tools.	5
(b)	Illustrate 14 principles of Deming's.	5

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