

MBA

THEORY EXAMINATION (SEM-II) 2016-17

OPERATION 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.