Printed Pages:02 | Sub Code: KMB205

Paper Id: 270245 | Roll No. | | | | | | | | | | |

**MBA**

**(SEM II) THEORY EXAMINATION 2018-19**

**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**

| | | Marks |
|---|---|---|
| a. | What is the purpose of Work Study? Give Example. | 2 |
| b. | What is PDCA cyclc? | 2 |
| c. | What is loading? | 2 |
| d. | Differentiate between 'micromotion study' and 'memomotion study'. | 2 |
| e. | List down the techniques of forecasting. | 2 |
| f. | What is reverse supply chain? | 2 |
| g. | Define JIT. | 2 |
| h. | Define partial productivity. | 2 |
| i. | List down thc objectives of MRP. | 2 |
| j. | Explain the term 'TQM'. | 2 |

## SECTION B

**2. Attempt any *three* of the following:** **10x 3 = 30**

| | | Marks |
|---|---|---|
| a. | Explain the conceptual model of supply chain management. If a supply chain multi-tiered, where should the chain stop? | 10 |
| b. | Explain production system with neat sketeh. What are the inputs and outputs? Give one example each from product and servicc industry? How does the concept of production system helps in understanding of production and operations management? | 10 |
| c. | What is QC? Discuss the formation and working of QC in engineering industry | 10 |
| d. | An auto industry purchases spark plugs at thc rate of Rs. 25 per piece. The annual consumption of spark plug is 18,000 nos. If the ordering cost is Rs.250 per order and carrying cost is 25% p.a. what would be the EOQ? If the supplier of spark plugs offers a discount of 5% for order quantity of 3,000 nos. per order, do you accept the discount offer? | 10 |
| e. | A government hospital is overcrowded. How would you, as the hospital's chief administrator, manage the capacity? Elaborate. | 10 |

## SECTION C

**3. Attempt any *one* part of the following:** **10x 1 = 10**

| | | Marks |
|---|---|---|
| a. | Discuss the ABC model of inventory control. How it is different from EOQ model? | 10 |
| b. | "In order to be successful change must take place rapidly". Explain with reference toKAIZEN. | 10 |

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**4. Attempt any *one* part of the following: 10x 1 = 10**

| | | Marks |
|---|---|---|
| a. | Give a detailed elucidation about different aspects of product design need to be understood by operations managers of the organizations. | 10 |
| b. | Bring out the stages in the development of a new product. Explain each stage in brief. | 10 |

**5. Attempt any *one* part of the following: 10x 1 = 10**

| | | Marks |
|---|---|---|
| a. | Define automation. How does automation differ from mechanization? Explain the different automated systems. | 10 |
| b. | Briefly describe the various work measurement techniqucs viz. time study with stop wateh, synthesis method, analytical estimating and pre-determined motion time system. | 10 |

**6. Attempt any *one* part of the following: 10x 1 = 10**

| | | Marks |
|---|---|---|
| a. | What is Six Sigma? Why do companies need Six Sigma? What are benefits of applying Six Sigma in the organizations? | 10 |
| b. | Define aggregate planning? Explain different approaches and strategies used in aggregate planning? | 10 |

**7. Attempt any *one* part of the following: 10x 1 = 10**

| | | Marks |
|---|---|---|
| a. | Explain the Deming's 14 principles of management. | 10 |
| b. | Write short note on:<br>[redacted]TPM<br>ii) 5S | 10 |

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