PAPER ID-421081

Subject Code: KMBN205

Roll No: | | | | | | | | | | | | | |

MBA

(SEM II) THEORY EXAMINATION 2021-22

OPERATIONS MANAGEMENT

Time: 3 Hours ***Total Marks: 100***

- **Notes:** *Attempt all Sections and Assume any missing data.*
- *Appropriate marks are allotted to each question, answer accordingly.*

SECTION-A	Attempt **All** of the following Questions in brief	Marks**(10X2=20)**
Q1(a)	What is operations management?	
Q1(b)	Define productivity.	
Q1(c)	What are the service characteristics?	
Q1(d)	What you understand by GAP in Quality?	
Q1(e)	What is Pareto's Law?	
Q1(f)	What is JIT?	
Q1(g)	What are the various flows in SCM?	
Q1(h)	Define Push and Pull view of SCM.	
Q1(i)	Define inbound logistics.	
Q1(j)	What is TQM?	

SECTION-B	Attempt **ANY ONE** of the following Case Analyses	Marks**(2X15=30)**
Q2(a)	A manufacturing firm estimated demand for material is 2500 units per year. Acquisition cost is Rs 400 per order and the carrying cost is Rs 50 per unit. Assume 250 working days in a year and daily usage is 10 units whereas the lead time is of 10 days. Determine: i) The EOQ and the reorder point ii) Draw suitable diagram showing the Inventory order cycle and reorder point.	
Q2(b)	The following data is related to a manufacturing company. The company follows ABC Analysis for Inventory control: i) Classify the items into A, B and C Category. ii) Draw suitable diagram showing the ABC Analysis in terms of cost and quantity percentage.	

Item No.	1	2	3	4	5	6	7	8
Unit Cost	10	9	2	8	1	60	0.4	40
Annual Demand	7000	8000	10000	6000	8000	2000	5000	4000

SECTION-C	Attempt **ANY ONE** following Question	Marks **(1X10=10)**
Q3(a)	What are the factors affecting productivity?	
Q3(b)	What are the various factors taken into consideration plant location? Explain any two models used for plant locational planning?	

SECTION-C	Attempt **ANY ONE** following Question	Marks **(1X10=10)**
Q4(a)	What are the types of manufacturing process? Explain by giving suitable examples.	
Q4(b)	What are the characteristics of service? Explain the difference between product and service?	

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SECTION-C	Attempt **ANY ONE** following Question	Marks **(1X10=10)**
Q5(a)	What are the factors taken into consideration for service design?	
Q5(b)	Explain service quality gap by illustrating SERVQUAL model.	

SECTION-C	Attempt **ANY ONE** following Question	Marks **(1X10=10)**
Q6(a)	What is the importance of SCM? Explain drivers of SCM and reverse supply chain.	
Q6(b)	What is the role of IT in SCM?	

SECTION-C	Attempt **ANY ONE** following Question	Marks **(1X10=10)**
Q7(a)	What are Deming's 14 principles for quality improvement?	
Q7(b)	What are the benefits of Total Productive Maintenance (TPM)? Explain the 8 pillars of TPM.	