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Paper Id: 238007 Roll No.

MBA
(SEM- II) THEORY EXAMINATION 2022-23
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

(a) Define operations management.
(b) Define productivity
(c) Mention any types of Layouts.
(d) Define tangibility in services.
(e) Define FSN and SDE for inventory control.
(f) What is SCM ?
(g) What is outbound logistics ?
(h) Define EDP.
(i) What is ISO?
(j) What is TPM ?

SECTION B

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

(a) What are the various factors that affect the productivity ?
(b) What are the various factor taken into consideration for plant location ?
(c) Explain the various differences between product and services.
(d) What do you understand by Supply Chain Management? Explain various flows in SCM too.
(e) What are the objective and benefits of Total Productive Maintenance (TPM)?

SECTION C

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

(a) What is the importance of production and operations management? Explain with differences
(b) What do you understand by method study and work measurement? Discuss with methods.

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

(a) What are the various characteristics of service ?
(b) Briefly explain the SERVQUAL Model ? What are quality gaps ?

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

(a) What is inventory? Explain carrying cost, ordering cost and EOQ. Also calculate EOS for problem given below:-
A company purchases MCB at the rate of Rs. 25/piece. The yearly consumption of MCB is 18000. The conveying cost is 2500 p.a. and cost of ordering is Rs. 250/ order.

(b) What is ABC analysis and how does it help in inventory management ?

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

(a) What is the importance of SCM ? Explain push and pull view in the supply chain.

(b) Explain the meaning and importance of Bullwhip effect in SCM.

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

(a) Explain the Juran Quality Trilogy. What is PDCA cycle?

(b) What is KAIZEN ?Explain briefly "Five S" of Kaizen

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