MBA
(SEM II) THEORY EXAMINATION 2023-24
OPERATIONS MANAGEMENT

TIME: 3 HRS **M.MARKS: 100**

Note: 1. Attempt all Sections. If require any missing data; then choose suitably.

SECTION A

1. **Attempt *all* questions in brief.**

Q no.	Question	Marks
a.	What is production management?	2
b.	What is method study?	2
c.	Define service.	2
d.	State any two characteristics of service	2
e.	Define VED and FSN.	2
f.	What is SCM?	2
g.	What is outbound logistics?	2
h.	Define EDP.	2
i.	What is PDCA cycle?	2
j.	What is TPM?	2

SECTION B

2. **Attempt any *three* of the following:**

a.	What are the main differences between of production and operations management?	10
b.	What are the various charaeteristics of a service. Explain the differences between product and service.	10
c.	What are various methods of production planning and control? Explain master production schedule.	10
d.	What do you understand by Supply Chain Management? Explain the bullwhip effect in SCM.	10
e.	What is Total Quality Management? Explain the Deming's 14 principle.	10

SECTION C

3. **Attempt any *one* part of the following:**

a.	What do you understand by method study and work measurement?	10
b.	What do you understand by plant location? Explain the various factor taken into consideration for a plant location?	10

4. **Attempt any *one* part of the following:**

a.	What is service design? Explain the various factors affecting service design?	10
b.	What is SERVQUAL Model? Explain the different types of quality gaps.	10

5. **Attempt any *one* part of the following:**

a.	What is inventory? Explain carrying cost, ordering cost and EOQ.	10
b.	What are the different types of inventories? Explain different types of inventory control techniques.	10

6. **Attempt any *one* part of the following:**

a.	What are the objectives of supply chain management? Explain push and pull view in the supply chain.	10
b.	What is the role of IT in SCM? Explain the importance of EDI and ERP in SCM.	10

7. **Attempt any *one* part of the following:**

a.	Explain the concept of six sigma in quality management. What is the concept of ISO 9000-2000 clauses?	10
b.	What is KAIZEN? Explain briefly "Five S" of Kaizen	10

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