

Roll No. ....

Total Pages : 2

**332205**

**May, 2019**

**MBA - II SEMESTER**

**Operations Management (MB/115)**

Time : 3 Hours]

[Max. Marks : 75

*Instructions :*

1. *It is compulsory to answer all the questions (1.5 marks each) of Part-A in short.*
2. *Answer any four questions from Part-B in detail.*
3. *Different sub-parts of a question are to be attempted adjacent to each other.*

**PART-A**

1. Briefly explain the following :
  - (a) Facility location. (1.5)
  - (b) Master production scheduling. (1.5)
  - (c) Product layout. (1.5)
  - (d) Material handling. (1.5)
  - (e) Business process reengineering. (1.5)
  - (f) Lean manufacturing. (1.5)
  - (g) Six sigma. (1.5)
  - (h) Attribute process control. (1.5)
  - (i) Method study. (1.5)
  - (j) Just-in-time manufacturing. (1.5)

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## PART-B

2. What do you understand by quality? Explain the various types of costs associated with quality. Also explain the different components and benefits of Total Quality Management (TQM). (15)
3. What is inventory control? Explain the concept of economic order quantity. Describe the procedure for ABC analysis used for inventory management. (15)
4. Explain the systems perspective of operations management. What are emerging trends in operations management and their implications for managers? (15)
5. What are the objectives of stores management? Explain in detail the various functions performed by storekeeper. (15)
6. (a) What is supply chain management? How information technology help in integration of various supply chain activities? (7.5)  
(b) Explain the Japanese term 'Poka Yoke'. (7.5)
7. Write short notes on :  
(a) Types of manufacturing systems. (7.5)  
(b) ISO 9000 certification. (7.5)