

43225

May, 2019

**MBA 2nd Semester (Reappear)
Operations Management (MBA/114)**

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. Explain :
 - (a) Concept of operations Management. (1.5)
 - (b) Operations as a competitive strategy. (1.5)
 - (c) Quality. (1.5)
 - (d) Capacity planning. (1.5)
 - (e) Master Production scheduling. (1.5)
 - (f) JIT. (1.5)
 - (g) ISO (9000 & 14000 series). (1.5)

- (h) Importance of Supply Chain Management. (1.5)
- (i) Concept of Enterprise Resource Planning. (1.5)
- (j) Emerging trends for operations. (1.5)

PART-B

- 2. What are the different types of manufacturing systems? Explain. (15)
 - 3. Explain the concept of material management. What are the various ways through which materials are managed in an organization? (15)
 - 4. Elaborate the concept of lean manufacturing and Poka Yoke in detail. (15)
 - 5. Write a detailed note on quality management techniques. (15)
 - 6. Write short notes on :
 - (a) Systems Perspectives of operation management. (7.5)
 - (b) Total Quality Management (TQM). (7.5)
 - 7. Explain :
 - (a) Time study vs. Method study. (7.5)
 - (b) Business Process Reengineering. (7.5)
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