

May 2024

M.B.A. (Executive) (Second Semester)**Operations Management (MBA-E-115)**

Time : 3 Hours]

[Maximum Marks : 75

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

Part A

1. (a) What is Kaizen ? 1.5
- (b) What are the applications of Statistical Quality Control ? 1.5
- (c) Define Quality. 1.5
- (d) What is Just-in-Time Manufacturing ? 1.5
- (e) What is the poke-yoke ? 1.5
- (f) Define lean manufacturing. 1.5
- (g) What do you understand by Capacity Planning ? 1.5

- (h) Define inventory control. 1.5
- (i) What is the objective of Line Balancing ? 1.5
- (j) What do you understand by Master Schedule ? 1.5

Part B

- 2. (a) Discuss the process of systematic layout planning. 10
- (b) What are factors a manufacturer needs to take into consideration in locating a factory ? 5
- 3. (a) What are the key objectives of material handling in a manufacturing unit ? 5
- (b) What are the major characteristics of a Production system ? Discuss some of its upcoming issues that provide economies in production and efficiency in the performance of the system. 10
- 4. Define Quality. Discuss total quality management in the service sector with an example. 15
- 5. (a) Distinguish between design capacity and effective capacity. 5
- (b) How is aggregate planning done in the service sector ? Compare MRP with JIT. 10

- 6. (a) Explain important elements of Materials Requirement Planning (MRP). 5
- (b) Explain the role of control charts in SQC. What types of variation do control charts help to identify and manage ? 10
- 7. Discuss the modules in enterprise resource planning. Discuss the objectives of each module. 15