

May 2024

M.B.A. (Second Semester)

Operation Management (MGT-112)

[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) Define Operations Management. 1.5
- (b) What is meant by Maintenance Management? 1.5
- (c) Define Attribute Process Control. 1.5
- (d) What is 5's? 1.5
- (e) What is the purpose of Enterprise Resource Planning? 1.5
- (f) Define Stores Management. 1.5
- (g) What do you understand by Business Process Engineering? 1.5

- (h) Define Six Sigma. 1.5
- (i) Explain cost of quality in brief. 1.5
- (j) What is the significance of ISO 14000 ? 1.5

Part B

- 2. (a) What is the major difference between aggregate planning in manufacturing and aggregate planning in services ? Discuss with suitable examples. 10
- (b) Identify and explain the types of costs that are involved in an inventory system. 5
- 3. (a) What is lean manufacturing and what are its primary objectives ? 5
- (b) What are the basic types of plant layout ? How cellular layout differ from a process layout ? Discuss in detail. 10
- 4. Define Operations Management. Identify its various components. Explain, why operations management is multi-disciplinary and how it becomes more effective ? 15
- 5. (a) What are the objectives, inputs and outputs of an MRP system ? Discuss in brief. 10

- (b) Maintenance work can either be planned or unplanned. Discuss in detail different types of maintenance system. Give some examples. 5

- 6. (a) Explain the underlining principles of ISO 9000. Discuss its utility. 10
- (b) What is EOQ model ? Describe its merits and limitations. 5
- 7. Explain importance of layout decisions and capacity decisions. Explain, how capacity planning for a single-stage system is done. 15