1828

MBA 2nd Semester Examination

Production & Operations Management (NS)

MBA-205

Time : 3 Hours   **Max. Marks : 60**

The candidates shall limit their answers precisely within the answer-book (40 pages) issued to them and no supplementary/continuation sheet will be issued.

SECTION - A (Compulsory)

1. What is the concept of modular design as used in product design?

2. What are seven wastes of lean philosophy?

3. Define Total Productive Maintenance.

4. What is MRP I?

5. Define Kaizen.

6. Explain Job shop production system with suitable examples.

7. What are various types of facility layouts?

8. Distinguish between product, service and project.

9. Explain the types of inventories.

10. Explain the importance of work study.   (2×10=20)

SECTION - B (Attempt any four questions)

1. How would you illustrate the problems that you may encounter in scheduling the service operations?

2. What would happen if customer's expected quality and perceived quality do not match? Explain by giving an example.

[P.T.O.]

3. What are the factors to be considered in the location of facilities?

4. Discuss the challenges of operations management.

5. What factors might cause a company to order an amount larger or smaller than Economic Order Quantity? Illustrate with the help of suitable examples.

6. Differentiate between Corrective and Preventive Maintenance with suitable examples.   (4×5=20)

SECTION - C (Attempt any Two questions)

1. Define the term Capacity. How is it measured? What factors affect determination of plant capacity? Illustrate with the help of suitable examples.

2. "Operations personnel usually have a large volume and variety of resources at their command — they should endeavour to make effective and efficient use of these resources to achieve the largest outputs"- Comment. What are the approaches for enhancing the utilisation of resources?

3. An auto parts supplier sells Hardy-brand batteries to car dealers and auto mechanics. The annual demand is approximately 1,200 batteries. The supplier pays Rs. 1500/- for each battery and estimates that the annual holding cost is 30 percent of the battery's value. It costs approximately Rs. 1000/- to place an order (managerial and clerical costs). The supplier currently orders 100 batteries per month.

    (a) Determine the ordering, holding, and total inventory costs for the current order quantity.

    (b) Determine the economic order quantity (EOQ).

    (c) How many orders will be placed per year using the EOQ?

4. What is TQM? How would you compare a TV set (a product) and TV repair (a service) in terms of at least five dimensions of quality?   (2×10=20)