(7 pages) **Reg. No. : .....**

Code No. : 9155 **Sub. Code : KBAM 24/ PBAM 21**

MASTER OF BUSINESS ADMINISTRATION (CBCS) DEGREE EXAMINATION, APRIL 2019.

Second Semester

Business Administration — Core

OPERATIONS MANAGEMENT

(For those who joined in July 2016 and afterwards)

Time : Three hours Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. The set of interrelated management activities which are involved in manufacturing certain products is called as _____

(a) Production management

(b) Operations management

(c) Lean management

(d) None of the above

2. _____ is a relationship between the output and the input of a business system.

(a) Quality

(b) Productivity

(c) Entity

(d) Quality circle

3. A _____ is an estimate of an event which will happen in future.

(a) Demand

(b) output

(c) forecast

(d) input

4. _____ is a floor plan of the physical facilities which are used in production.

(a) Facility layout

(b) Product layout

(c) Process layout

(d) Plant layout

5. _____ includes moving packaging and storing all the materials used by firm

(a) Materials handling

(b) Distribution

(c) material movement

(d) None of the above

6. _____ analysis is a technique which is used to classify the items in store based on the demand of the stock

(a) FSN

(b) ABC

(c) VED

(d) SEZ

7. _____ can be classified into long range, medium range, short range forecasts

(a) Sales forecast

(b) Volume forecast

(c) Demand forecast

(d) None of the above

8. _____ is concerned with establishment of time standards for a qualified worker to perform a specified job at a defined level of performance

(a) Recording

(b) Method study

(c) Material type

(d) Time study

9. A _____ is a process that combines with manufacturing process to ensure that a manufacturing process produces quality perfect products.

(a) Quality system

(b) information system

(c) production system

(d) material handling

10. _____ may be any one or combination/variables of the product being manufactured

(a) ISO registration

(b) Quality standards

(c) Quality circles

(d) Quality management

PART B — (5 × 5 = 25 marks)

Answer ALL questions choosing either (a) or (b).

Each answer should not exceed 250 words.

11. (a) Define production and operations management.

Or

(b) Discuss the applications of forecasting.

12. (a) List the criteria generally used for evaluating a facility layout. Discuss each

Or

(b) Explain the importance of material handling in manufacturing and distribution activities.

13. (a) Distinguish between method study and time study.

Or

(b) What is flow process chart?

14. (a) What are the functions of stores?

Or

(b) Derive the EOQ formula for the purchase model without shortages.

15. (a) Briefly analyse the scope of plant maintenance.

Or

(b) What are the benefits of Total Quality Management?

PART C — (5 × 8 = 40 marks)

Answer ALL questions choosing either (a) or (b).

Each answer should not exceed 600 words.

16. (a) Discuss the different types of production systems with examples.

Or

(b) Explain the types of forecasting in decision making.

17. (a) What are the types of layout? Explain them with examples.

Or

(b) Discuss the principles of material handling.

18. (a) Explain the steps of time study.

Or

(b) Discuss the steps of work sampling.

19. (a) List and explain the purchase systems.

Or

(b) Explain in detail VED analysis.

20. (a) Explain the steps in obtaining ISO 9000 registration.

Or

(b) Explain in detail the different types of maintenance.
