

Mid-West University
Examinations Management Office
Surkhet, Nepal
Final Examination-2078
Master of Business Studies (MBS)
Semester - III

Subject: Operation Management

Course Code: MGMT 532

Full Marks: 60 Pass Marks: 30

Time: 3: 00 Hours

You are required to answer in your own words as far as applicable. Figures in the margins indicate full marks.

SECTION A: CRITICAL THINKING QUESTIONS (10 X 1 = 10 MARKS)

Answer **ALL** the questions:

1. What do you mean by facilities location?
2. Give the meaning of cost of quality.
3. State the meaning of job production system.
4. Mention the concept of order winner and order qualifier.
5. What is value engineering?
6. Explain the meaning of job rotation.
7. Bring out the meaning of Kaizen theory.
8. Point out any two differences between ISO 9000 and 14000 series.
9. What is synchronous manufacturing?
10. Define job design in short.

SECTION B: SHORT ANSWER QUESTIONS (3 X 8 = 24 MARKS)

Answer any **THREE** questions:

11. What is lean management? Explain the natures of lean management. [3+5]
12. State the meaning of service process selection. Describe the types of service process selection. [3+5]
13. Briefly explain the trends of operation management. [8]
14. Define inventory planning. Explain the signification of inventory planning. [3+5]
15. What is TQM? Explain the merits of TQM. [3+5]

SECTION C: LONG ANSWER QUESTIONS (2 X 13 = 26 MARKS)

Answer any **TWO** questions:

16. Define process selection technology. Describe the elements and types of process selection technology. [3+10]
17. Why do you think that environmental analysis helps operate activities in manufacturing company? Does it lead to maximization of the wealth of shareholders? Explain the concept and relationship of operation management with other functional areas. [2+2+9]
18. Give the meaning of capacity planning. Explain the types and importance of capacity planning. [3+10]

THE END