

Mid-West University
Examinations Management Office
Surkhet, Nepal
Chance Examination-2079
Master of Business Studies (MBS)
Semester - III

Subject: Operations 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. Define mass customization in short.
2. List out the scopes of operation management.
3. State the meaning of unit production system
4. What do you mean by concurrent engineering ?
5. What is supply chain management?
6. Give the meaning of job design.
7. What is scheduling?
8. Give the meaning of synchronous manufacturing.
9. State the concept of Kaizen theory.
10. What does ISO 9000 and 14000 series mean?

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

Answer any **THREE** questions:

11. What is layout? Explain the types of layout.
12. State the meaning of process selection. Describe the determinants of process selection.
13. Explain the current trends in the field of the operation management.
14. Define capacity planning. Explain the types of capacity planning.
15. Explain the types of process technology.

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

Answer any **TWO** questions:

16. Define operation management. Explain the types and functions of operation management. [4+4+5]
17. What is service process technology? Describe the types of service process technology and also mention the seven basic steps to the build house of quality. [4+4+5]
18. State the concept of TQM. Why is it important? Discuss the quality awards. [4+5+4]

THE END