

MID-WESTERN UNIVERSITY
EXAMINATIONS MANAGEMENT OFFICE
MAKE-UP EXAMINATION: 2018
MASTER OF BUSINESS STUDIES (MBS)
SEMESTER - III

Subject: Operations Management
Full Marks: 100

Course Code: MGMT 532
Time: 4:00 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 X2 = 20 MARKS)

Answer all questions.

- Q1. What do you mean by continuous operations system?
Q2. Write any two differences between job shop and batch production system.
Q3. Write the meaning of mass customization.
Q4. What do you mean by core competency?
Q5. Siddhartha Copy Udhog experienced constant annual demand of 10,000 unit of an item which cost Rs. 40 per unit. The ordering cost per order is Rs. 20 and the holding cost is 25% of the item cost. Assuming lead time of 6 days and working days of 250 days in a year, determine the economic order quantity.
Q6. Write the meaning of supply chain management.
Q7. How are the inventory classified under ABC approach?
Q8. State any four types of waste to be eliminated by lean management:
Q9. What does ISO 9000 series of standard stand for?
Q10. Define the term Kaizen.

SECTION B: SHORT ANSWER QUESTIONS (6 X 8 = 48 MARKS)

Answer any SIX questions:

- Q11. "Many product designs may die technically or commercially business wise in any stages of product development process". In the line of this statement, explain the product development process. 8
Q12. State and explain the techniques of work measurement. 8
Q13. What is aggregate planning? State the four considerations of aggregate planning. 3+5
Q14. What do you mean by job design? Briefly explain any two methods of job design. 3+5
Q15. What do you mean by process layout? Differentiate between product layout and process layout. 3+5
Q16. Highlight the importance of inventory management. Explain the different cost associated with the inventory problems. 3+5
Q17. Define total quality management. What are the obstacles of total quality management? Explain. 3+5
Q18. Write short notes (On any Two): 4+4
a. Quality Function Deployment
b. Capacity Planning
c. Quality Cost

SECTION C: LONG ANSWER QUESTIONS (2 X 16 = 32 MARKS)

Answer any TWO questions:

- Q19. What do you mean by operation management? Classify and explain the elements of operation system in terms of conversion of input to output? 4+12
Q20. What do you mean by facility location? Discuss the various factors affecting facility location. 4+12
Q21. The following data refer to visual defects found in the inspection of the first 10 boxes each containing samples of size 400.

Box No.	1	2	3	4	5	6	7	8	9	10
No. of defaults	27	25	24	36	19	14	29	22	19	25

Use the data to obtain upper and lower control limits for number of defective items in samples of 400. Represent the first ten samples result in the control chart and state whether the process is in under control or not. 16