

(Following Paper ID and Roll No. to be filled in your Answer Book)

PAPER ID : 270202

Roll No.

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MBA.

(SEM. II) THEORY EXAMINATION 2013-14

OPERATIONS MANAGEMENT

Time : 3 Hours

Total Marks : 100

SECTION-A

1. Attempt all questions from this section. Each question carries equal marks. (10×2=20)

- (a) Differentiate between Production and Productivity.
- (b) What do you understand by re-engineering ?
- (c) Define static layout and cellular layout.
- (d) Define the errors in forecasting.
- (e) Describe the advantage of using Six Sigma.
- (f) Describe VED Model.
- (g) What do you mean by "Don't inspect quality, quality should be inbuilt"
- (h) What is REL Chart ?
- (i) Define line balancing.
- (j) What is preventive and breakdown maintenance ?

SECTION-B

2. Attempt any three parts : (3×10=30)
- (a) What do you understand by Operation Management ?
Discuss the responsibilities of an Operation Manager.
- (b) Discuss product vs. process layout with diagram.
- (c) What do you understand by TQM ? Discuss the dimensions of quality in terms of goods and services.
- (d) A small western alarm clock manufacturer produces clocks that requires a total assembly line of 76 minutes in eight tasks. The output rate is of 25 clocks per day. (The firm operates 8 hours in work days)
Find the cycle time, number of work stations, balance delay and line efficiency.
- (e) Discuss the factors affecting location planning. What will be the disadvantages, if we ignore these factors ?

SECTION-C

Note :- Attempt all questions. All questions carry equal marks.

(5×10=50)

3. What do you understand by NPD Process ? Define the steps of NPD process.

OR

Define Productivity. What are the factors contributing to Productivity Improvement ?

4. What is Forecasting ? Explain different techniques of Forecasting.

OR

Estimate the demand for 2015, 2016 on the basis of given data by using regression method.

Years	2010	2011	2012	2013	2014
Demand (in 000's)	25	28	30	32	30

5. What do you understand by TPM ? Discuss the similarities and differences between TQM and TPM.

OR

TMK Carpet India Ltd. is a manufacturer of grand carpets. Its quality manager selects 20 carpets at random and inspects the number of holes on each of them and obtained the following data :

2	4	6	8	9	4	3	8	1	4
6	3	7	3	4	6	8	4	5	3

6. Discuss the different types of production process with examples.

OR

The annual demand for an item is 3200 parts. The unit cost is Rs.6 and inventory carrying charges are estimated as 25% per annum. If the cost of one procurement is Rs.150, find EOQ & TC.

7. Write short notes on any two :-

- (i) Quality circles
(ii) ABC model of inventory control
(iii) Juran's Quality Trilogy.

OR

A factory is seeking a new location for establishing new plant. After a wide search, the factory has found three locations X,Y and Z. Help to choose the best location on the basis of the following information :

Factors	X	Y	Z
Cost of Land	Rs.1,00,000	Rs.1,50,000	Rs.1,25,000
Raw Material	Rs.2/ P.U.	Rs.2/ P.U.	Rs.3/ P.U.
Labour	Rs.4/ P.U.	Rs.3/ P.U.	Rs.2.5/ P.U.
Power Cost	Rs.2/ P.U.	Rs.3/ P.U.	Rs.3/ P.U.
Machine Cost	Rs.3/ P.U.	Rs.2/ P.U.	Rs.3/ P.U.

At present, the produce is planning to produce 1000 units. Location decision will be same or changed if production is enhanced by 500 units in future.