(Please write your Exam Roll No.) Exam Roll No. .....

END TERM EXAMINATION

SECOND SEMESTER [MBA] MAY JUNE 2014

Paper Code: MB110 **Subject: Operations Management**

Time : 3 Hours **Maximum Marks :60**

Note: Attempt all questions. Internal choice is indicated.

Q1 Write short notes on **any five** of the following: (5x4=20)
(a) Just-in-Time.
(b) Compare the four basic layout formats on common parameters.
(c) Qualitative methods of Demand Forecasting.
(d) Operating Characteristics (OC) Curve.
(e) Types of Production Systems (Process Flow Structures).
(f) Ergonomics.
(g) Design for Manufacture and Assembly.

Q2 (a) Describe the different stages in evolution of operations management. (5)
(b) Explain the relationships operations Management has with other functional areas. (5)

OR

(a) Discuss "System Perspective of operations management". (5)
(b) Discuss current issues\challenges facing Operations Management. (5)

Q3 (a) Write short notes on **any two** (2x2=5)
(i) Value Analysis
(ii) Design for Quality
(iii) Mass Customization.
(b) Briefly describe the stages in Product Development Process. (4)

OR

(a) Discuss the "Analytic Delphi Model of Plant Location". (5)
(b) Discuss the techniques of Job Design (Behavioral considerations). (5)

Q4 (a) "Supply Chain Management is logistics taken to higher level of sophistication." (6)
(b) Describe the Exponential Smoothing technique of Demand Forecasting. (4)

OR

(a) What are the Priority Rules of Job Sequencing? (3)
(b) A Factory uses annually 24000 units of raw material which cost Rs. 6/- per unit. The ordering cost per order is Rs. 200/- and the carrying cost is 10% per year of average inventory.
(i) Find the Economic order Quantity and the total inventory cost including the cost of material. (4)
(ii) The factory works for 300 days in a yea. If the procurement time is 15 days and the safety stock is 500 units. Find the re-order point, the minimum, maximum and average inventory. (3)

Q5 (a) Discuss ISO-9000 Series and its forms of certification. What are its advantages? (5)
(b) Discuss the various types of Costs of Quality and its relationship with Quality level. (5)

OR

(a) Define Total Quality Management and briefly discus its elements. (3)
(b) Samples of 4 each were taken for study, the measurement of which were noted as follow. (7)

Sample No.	Measurement in mm			
1	20	22	25	24
2	18	23	20	30
3	24	25	22	20
4	23	21	26	24
5	24	25	24	21

(Draw a X & R control chart for $(A_2=0.73$ for samples size 4)

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