

Roll No.

Total No. of Pages : 03

Total No. of Questions : 17

MBA/MBA(IB) (Sem.-2)

PRODUCTION AND OPERATIONS MANAGEMENT

Subject Code : MBA-205-18

M.Code : 76157

Date of Examination : 08-07-22

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A contains EIGHT questions carrying TWO marks each and students has to attempt ALL questions.
2. SECTION-B consists of FOUR Subsections : Units-I, II, III & IV. Each Subsection contains TWO questions each carrying EIGHT marks each and student has to attempt any ONE question from each Subsection.
3. SECTION-C is COMPULSORY and consist of ONE Case Study carrying TWELVE marks.

SECTION-A

Write briefly :

1. Distinguish between manufacturing operations and service operation.
2. EOQ.
3. Production Worksheets.
4. Job Production.
5. Risks involved in Acceptance Sampling.
6. Any two techniques of Quality Improvement.
7. Method Study.
8. Discuss any two factors affecting capacity planning decisions.

SECTION-B

UNIT-I

9. Critically evaluate the contribution of various experts in the development of operations management. Also, narrate the relevance of these contributions in the present business scenario.
10. Explain the concept of product design and development. Discuss its characteristics in detail.

UNIT-II

11. Explain production planning and control. Also, narrate the functions of production planning and control in brief.
12. What are the different types of layout? How should an organisation decide on, which layout to choose?

UNIT-III

13. Discuss in detail the principles of Deming relating to Total Quality Management.
14. What do you mean by Acceptance Sampling? Explain various Control Charts available for variables and attributes.

UNIT-IV

15. What do you mean by Just in Time production process? What are the components of Just in Time production process?
16. Explain various factors affecting inventory control policy of an organization.

SECTION-C

17. Case study :

The services of Mr. MacMohan and a number of his co-workers were terminated, when the company in which he was working as Operations Manager, took a decision to downsize the company. In the recent past, the company has improved its functioning, customer orders were increasing and quality and productivity had improved dramatically from what they had been only a few years earlier due companywide quality improvement program. Therefore, it was very shocking to Mr. MacMohan and his co-workers, who were also terminated. Unable to find any job, and due to financial issues, Mr. MacMohan decided to go into business for himself taking care of neighborhood lawns.

At first, business was a little slow, but once people realized Mr. MacMohan was available, many asked him to take care of their lawns. Some people were simply glad to turn - the work over to him; others switched from professional lawn care services. By the end of his first year in business, Mr. MacMohan knew that he could earn a living this way. He also performed other services such as fertilizing lawns, weeding gardens, and trimming shrubbery. Business became so good that Mr. MacMohan hired ten part-time workers to assist him and, even then, he believed he could expand further if he wanted to.

Questions :

- a. In what ways, are Mr. MacMohan's customers most likely to judge the quality of his lawn care services?
- b. How important is quality assurance to Mr. MacMohan's business? Explain.
- c. What are some of the trade-offs that Mr. MacMohan probably considered relative to :
 - i) Working for a company instead of for himself?
 - ii) Expanding the business?

NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.