

C 82600

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Name.....

Reg. No.....

SECOND SEMESTER M.B.A. DEGREE EXAMINATION, JUNE 2015

(CUCSS)

BUS 2C 13 —OPERATIONS MANAGEMENT

(2013 Admission onwards)

Time : Three Hours

Maximum : 36 Weightage

Part A

*Answer all questions.
Each question carries 1 weightage.*

1. Explain operations as a value added process.
2. What are the 5 P's of Operations Management ?
3. How plant location is relevant in a production unit ?
4. How will you rate a vendor ?
5. Discuss the relevance of ISO 9000.
6. Describe the different productivity issues.

(6 × 1 = 6 weightage)

Part B

*Answer any six questions.
Each question carries 3 weightage.*

7. Explain the different types of capacity planning models.
8. With suitable example, illustrate any two types of layouts.
9. Discuss the procedure for ISO certification.
10. QC-illustrate with an example in a company.
11. Describe the relevance of FMS.
12. Is there any connection between work study and method study ? Illustrate.
13. Why inventory control is playing a crucial role in materials management ?
14. As an operation's manager what are the industrial safety measures that you will adopt for your organization ?

(6 × 3 = 18 weightage)

Turn over

Part C

Answer any two questions.
Each question carries 6 weightage.

15. Explain the basic principles of JIT and JIT practices in India.
16. Discuss the need for controlling for controlling quality of goods and how would you classify quality control techniques ?
17. You are the CEO of M/s. ABC Computers Pvt. Ltd. The unit has different sections like production of the components like ICs, mother board, CD drive, cooling fans, RAM, expansion slots, other peripherals which are a part of the computer family. The firm is producing each and every sub-components necessary for the system. The assembled computer is reaching as per the requirement of the customers in different retail outlets. The company has created a brand image also. In the above company what type of lay out do you prefer and why ?

(2 × 6 = 12 weightage)