

D 42923

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Name.....

Reg. No.....

SECOND SEMESTER M.B.A. DEGREE EXAMINATION, JUNE 2018

(CUCSS)

M.B.A.

BUS 2C 13—OPERATIONS MANAGEMENT

(2013 Admissions)

Time : Three Hours

Maximum : 36 Weightage

Part A

Answer all the questions.

Each question carries 1 weightage.

1. What key concepts are included in the definition of operation management ?
2. Define PERT.
3. What is material management information system.
4. What is Flow Process Chart ?
5. Write down the different characteristic of services.
6. What is the objective of JET ?

(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. Briefly explain the approaches used in aggregate planning.
9. What is work measurement? Explain the different methods followed to improve the productivity.
10. Briefly describe the procedures to conduct the method study.
11. Briefly explain the scheduling techniques with suitable example from logistics.
12. What are the steps to be followed in selection of facility location? Explain.
13. "Operation strategies provide the road map for achieving the operations objectives". Justify the statement.
14. Explain the process design with suitable example.

(6 × 3 = 18 weightage)

Turn over

Part C

Answer any two questions.

Each question carries 6 weightage.

15. What are the different types of model of Inventory system ? Explain in details.
16. Discuss Planning and Control in Mass Production and Batch production.
17. The average demand rate for a particular raw material for a company is estimated to be 1000 times per month. The distribution of demand rate is found to be normally distributed with a standard deviation of 200. the average lead time for the procurement of the raw material has been observed in the past to be approximately 3 months and the normally approximated lead times have a standard deviation of 1 month. If the service level is to be 95% determine the required level of safety stock in situation where in both demand rate and lead time varies.

(2 × 6 = 12 weightage)