D 130025 (Pages : 2) Name...

Reg. No....................................

FIFTH SEMESTER (CBCSS—UG) DEGREE EXAMINATION NOVEMBER 2025

B.B.A.

BBA 5B 09—OPERATIONS MANAGEMENT

(2019 Syllabus)

Time : Two Hours and a Half   Maximum : 80 Marks

Part A

Answer **all** *questions.*

1. What do you mean by method study ?

2. Define Operations Management.

3. Define Capacity.

4. Write a note on E-commerce.

5. What is a quality circle ?

6. What is Scientific Management ?

7. Mention two uses of a histogram.

8. Define Inventory Control.

9. What is aggregate planning ?

10. Define maintenance management.

11. What is a plant layout ?

12. Give a brief note on the strategic planning process.

13. Mention two characteristics of non-manufacturing operations.

14. What is safety stock ?

15. Define a control chart.

($15 \times 2 = 30$, Maximum ceiling 25 marks)

Turn over

Part B

Answer **all** *questions.*

16. Explain the scope of operations management.

17. Explain Statistical quality control ?

18. Define work study. What are its objectives ?

19. Define quality and explain its importance in operations.

20. Discuss the different methods of capacity planning.

21. What are the factors influencing plant location ?

22. What are the different types of capacity in operations management ?

23. What are the objectives of Material Requirement Planning ?

(8 × 5 = 40, Maximum ceiling 35 marks)

Part C

Answer any **two** *questions.*
Each question carries 10 *marks.*

24. Explain the different techniques used in the control proccss.

25. What is process selection ? Explain the types of processes in detail.

26. Briefly explain the various steps involved in developing a new plant layout.

27. What is a quality circle ? Explain its objectives and advantages.

(2 × 10 = 20 marks)