

**SIXTH SEMESTER B.Com./B.B.A. DEGREE EXAMINATION, MARCH 2021**

(CUCBCSS—UG)

B.B.A.

**BBA VIB 12—OPERATIONS MANAGEMENT**

Time : Three Hours

Maximum : 80 Marks

**Section A (Objective Questions)**

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

Choose the correct answer :

1. Which of the following is not an objective of operations management ?
  - a) To reduce product quality.
  - b) To reduce cost of production.
  - c) Material cost control.
  - d) None of these.
2. Which of the following is not the objective of plant layout ?
  - a) Streamline the flow of materials through the plant.
  - b) Facilitate the manufacturing process.
  - c) Enhance materials handling cost.
  - d) None of these.
3. Which of the following is not a principle of TQM ?
  - a) Customer focus.
  - b) Continuous improvement.
  - c) Team approach.
  - d) Producer focus.
4. Which one of the following is not an objective of maintenance management ?
  - a) To reduce breakdown of machineries.
  - b) To keep the machines and other facilities in a bad condition.
  - c) To keep the plant in good working condition.
  - d) All of these.
5. A college divided on the basis of various departments is an example of which layout ?
  - a) Process layout.
  - b) Product layout.
  - c) Cellular layout.
  - d) Fixed layout.

**Turn over**

Fill in the blanks :

6. \_\_\_\_\_ involves systematically recording, analysing and synthesizing the times required to perform a motion.
7. \_\_\_\_\_ is a set of beliefs that underlines the need for the organisation to improve its operations continuously and consistently over its life time.
8. \_\_\_\_\_ charts show the process trend as time progresses.
9. \_\_\_\_\_ is an inventory system that is computer based and used to manage the manufacturing process.
10. Work study is an important technique to achieve increased \_\_\_\_\_.

(10 × 1 = 10 marks)

### Section B (Short Answer Questions)

*Answer at least five questions.*

*Each question carries 4 marks.*

*All questions can be attended.*

*Overall Ceiling 20.*

11. Define Operations Management.
12. What is plant location ?
13. Define statistical quality control.
14. Define material handling.
15. What is plant layout ?
16. What is method study ?
17. What is assembly line layout ?
18. What is descriptive statistics ?
19. What are the consequences of poor quality ?
20. Define work study.

(5 × 4 = 20 marks)

### Section C (Short Essay Questions)

*Answer at least four questions.*

*Each question carries 8 marks.*

*All questions can be attended.*

*Overall Ceiling 32.*

21. What are the objectives of operations management ?

24. What are the benefits of good quality ?
25. What are the phases of production planning and control ?
26. What are the merits of process layout ?
27. Discuss the importance of operation control.
28. What are the objectives of material requirement planning ?

(4 × 8 = 32 marks)

**Section D (Essay Questions)**

*Answer any one question.  
The question carries 18 marks.*

29. What is production planning ? What are the objectives of production planning ?
30. What is total quality management ? Explain the principles and benefits of total quality management.
31. Explain the factors affecting plant location decisions.

(1 × 18 = 18 marks)

