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Exam Roll No. ....

# END TERM EXAMINATION

SECOND SEMESTER [MBA ] APRIL- MAY 2019

Paper Code: MS 110

Subject: Operations Management  
(Batch 2017 onwards)

Time : 3 Hours

Maximum Marks :75

Note: Attempt any five questions. All questions carry equal marks.

- Q1. a) Differentiation between production management and operations management.
- b) List and explain the recent trends in operations management.
- Q2. a) "Operation strategies provide the road map for achieving the operations objectives". Justify the statement and elaborate on the role of operations management in strategic management.
- b) How is operations management related with other functional areas? Explain.
- Q3. a) Define the terms product design, process design and production design.
- b) Compare and contrast- 'Design for quality' and 'Design for manufacturability'.
- Q4. Explain the following (any two):
- a) Importance of Job design
- b) Benefits of mass customization
- c) Use of fixed position layout.
- Q5. a) "Safety stock and EOQ concepts are inimical to MRP system". Discuss.
- b) Discuss the problem in routing and scheduling, that might be faced by an airline like Air India in its domestic operations. How would you go about helping Air India as an operations planning expert.
- Q6. a) Distinguish between 'JIT production'; and 'JIT procurement'.
- b) Compute the EOQ . Given the following:

No. of unit bought of a time	Price per unit
Less than 1000	10.00
1000 to 2999	9.85
3000 and above	9.70

The order cost is Rs. 60 per order and the carrying cost is 20% of the price- Annual requirement of the item is 10,000 units.

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MS-110  
P<sub>1/2</sub>

[2]

- Q7. a) Is the quality management job that of a policeman or that of an advisor? Explain. Is it one of these or both of these? Explain using examples.
- b) What is 'KAIZEN'? Discuss its guiding principles.
- Q8. a) What information does an 'OC curve' provide? Explain using illustration/diagram.
- b) For the following data, construct a fraction defective chart:

Group No.	Sample Size	No. of the Defectives
1	32	2
2	32	3
3	50	3
4	50	2
5	32	1
6	80	4
7	50	2
8	50	0
9	32	2
10	32	1

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MS-110  
P<sub>2/2</sub>