

MP-204 (Old) / MP-109

June - Examination 2016

Master of Business Administration - I Year Examination**Operations Management****Paper - MP-204 (Old) / MP-109****Time : 3 Hours]****[Max. Marks :- 80**

Note: Answer the questions given in three sections as per instructions.

Section - A**8 × 2 = 16**

(Very Short Answer Questions)

Note: Answer **all** the questions within a limit of 30 words.

- 1) (i) Discuss the term production system and production management
- (ii) Distinguish between manufacturing system and service system.
- (iii) Determine M/C productivity for 2 m/cs produced 80 good pieces of a part in 8 hrs.
- (iv) Name the methods of forecasting.
- (v) Define the term technological change.
- (vi) Name the three companies of FMCG sector.
- (vii) What is ISO 9000, write only concept.
- (viii) What is breakdown maintenance?

Section - B**4 × 8 = 32**

(Short Answer Questions)

Note: Answer **any four** questions within a limit of 200 words each.

- 2) The production is the core function of any business organisation. Discuss with suitable example, indicating the consequences of stopping the production (in terms of productivity loss, cost loss and country loss of economy).
- 3) ABC company predicted the sales for a product as 150 units for February 2003. Actual demand for February 2003 was 158 units. Using a smooth constant (λ) of 0.3, forecast the demand for March 2003.
- 4) Explain the steps involved in the forecasting process.
- 5) You are placed as manager product innovation with a fridge making company. How you would initiate innovation in a fridge?
 - (i) Write customer voice details of current requirement in fridge.
 - (ii) Suitably convert them into technical descriptors.
 - (iii) What are the technical descriptors you would suggest for necessary upgradation? (means not all customer demands / Expectations will be fulfilled.)
 - (iv) Justify your answer as innovation manager.
- 6) Write down in detail the stages of a product design with suitable example of washing machine.
- 7) Explain the functions of customer relation manager with suitable example of set up box connection incharge of a company for T.V. output.

- 8) Method P and Q are both capable of manufacturing a product. Mention which method you choose for production during a period of a year

Data	Method P	Method Q
Fixture cost	₹ 24000	₹ 1600
Life	(6 months)	(4 months)
Tooling cost	₹ 2560	₹ 4800
Life	300 pieces	500 pieces
Processing time per piece	6 minutes	4 minutes

The annual requirement is 1500 Nos. operating cost, per hour of the process is ₹ 128 for both process. Material cost is same in both process.

- 9) Explain in detail both quantitative and qualitative factors to be considered in choosing a location for a paint manufacturing new setup.

Section - C

2 × 16 = 32

(Long Answer Questions)

Note: Answer **any two** questions within a limit of 500 words each.

- 10) You are placed as maintenance engineer in a chemical industry of 500 crore yearly turnover, you are incharge of civil, mechanical and electrical maintenance of plant.
- What is your role / functions to deliver to your superior w.r.to plant maintenance reporting time to time or in emergency and budget for maintenance.
 - What are your function to deliver or to guide your subordinate to smoothen the plant (not to have down time due to maintenance of any equipment)

(iii) How you would improve your policies at your department so that maintenance of equipments will reduce.

- 11) Explain in detail the management tools of total quality management indicating the definition of term inspection, quality centre and quality assurance.
- 12) The table below gives the processing time (in hours) for five jobs. A to E on two machines M1 and M2. Sequence these jobs optimally and compute the cycle time and idle time on both machines

Jobs	A	B	C	D	E
M1	6	5	4	10	3
M2	2	6	8	7	11

Can use Johnson's rule.

- 13) Write short note on any two:
- (i) Material requirement planning
 - (ii) Method study with example
 - (iii) Six sigma application process
