MP-109/MP-204(Old)

June - Examination 2026

Master of Business Administration (Ist Year) Examination

Operations Management

Paper : MP-109/MP-204 (Old)

[*Time: **3** Hours*] [*Maximum Marks: **80***]

Note :- The question paper is divided into three Sections A, B and C. Write answers as per the given instructions in each section.

Section-A **8×2=16**

(Very Short Answer Type Questions)

Note :- Answer **all** questions. As per the nature of the question delimit your answer in one word, one sentence or maximum up to **30** words. Each question carries **2** marks.

1. (i) Define Facility Location.
   (ii) Name the types of Processes/Products.
   (iii) What is Method Study?
   (iv) State the Advantages of MRP Systems.
   (v) What is Supply Chain Management?
   (vi) State any two Principles of Forecasting.
   (vii) Define Total Quality Management (TQM).
   (viii) What is ISO?

Section-B **4×8=32**

(Short Answer Type Questions)

Note :- Answer **any four** questions. You have to delimit your each answer maximum up to **200** words. Each question carries **8** marks.

2. Differentiate between Products and Services with reference to their characteristics, production processes, and customer involvement.
3. Discuss the various factors that influence Facility Location Decisions and explain their significance in operational efficiency.
4. Explain the relationship between Work Study and Productivity. How does work study contribute to improving organizational performance?
5. Discuss the major limitations and challenges associated with Material Requirements Planning (MRP) Systems.
6. Explain the objectives and importance of Forecasting in Operations Management. Also discuss the working principles and key features of the Six Sigma Approach.
7. Discuss the concept of Quality and evaluate the different definitions of Quality. Identify the definition you consider the most appropriate and justify your answer.

8. Explain the benefits of ISO 9000 Certification for Indian organizations and discuss its role in improving quality standards and competitiveness.

9. Differentiate between Traditional Supply Chain Management and Relationship-based Supply Chain Management, highlighting their key features and advantages.

Section-C

2×16=32

(Long Answer Type Questions)

Note :- Answer **any two** questions. You have to delimit your each answer maximum up to **500** words. Each question carries **16** marks.

10. Trace the historical evolution of Operations Management from its early development to modern practices. Discuss the major milestones, contributions, and emerging trends in the field of operations management.

11. Explain the objectives of Inventory Management and critically examine its importance in manufacturing, service, retail, and other organizational settings. Illustrate your answer with suitable examples.

12. Discuss the concept of Electronic Supply Chain Management (E-SCM). Explain its components, benefits, and applications, and analyse the major challenges and issues associated with its implementation.

13. Critically evaluate the current level of awareness and adoption of Total Quality Management (TQM) in India industries. Suggest suitable measures that can help transform organizational culture and encourage a quality-oriented mindset among Indian business enterprises.
