

**MP-109**

December - Examination 2015

**MBA Ist Year Examination****Operations Management****Paper - MP-109****Time : 3 Hours ]****[ Max. Marks :- 80**

**Note:** The question paper is divided into three sections A, B and C.

**Section - A**

8 x 2 = 16

**Note:** Answer all 8 eight questions. As per the nature of questions delimit your answer upto 30 words.

- 1) (i) State the objectives of operation management.
- (ii) Mention the various types of production system.
- (iii) Determine labour production for 5 workers installed 1000 square yards of carpeting in 10 hours.
- (iv) Mention the uses of forecast.
- (v) State the importance of product design.
- (vi) State the supply chain management of dairy milk.
- (vii) Explain economic order quantity.
- (viii) Write three symbols of standard time measurement.

**Section - B**

4 x 8 = 32

**Note:** Answer any 4 (four) questions within 200 words for each.

- 2) What are the primary and secondary functions of maintenance department of a plant?
- 3) Explain levels of six sigma and its implementation in a FMCG company in the production area.
- 4) Job design involves several behavioural considerations and techniques - what are they? Explain.
- 5) An 8 hours work measurement study in a plant reveals the following: units produced = 320 Nos, idle time = 15%, performance rating = 120%, allowances = 12% of normal time. Determine the standard time per unit produced.
- 6) The production activity control or shop floor activity control, directs how, when and where products, component should be made in order to ensure the delivery of goods as per schedule of due dates. Explain considering you are production manager of a tyre manufacturing company and catering your tyres on schedule to four vehicles different manufacturing company.
- 7) You are placed as marketing manager in a cement manufacturing company. Company wants to enhance its customer by adding 10% increase every year as well as to retain the existing customer for long time. What are the policies considering in current senerio you would like to implement to enhance customer and long term relation with them.
- 8) Explain selective inventory control methods and their specific purpose of use with an example of process industry like fertilizer, power plant or oil and gas company.
- 9) What is product life cycle concept? Discuss its relevance to product development.

**Section - C**

2 x 16 = 32

**Note:** Answer any two (02) questions with 500 words of each.

- 10) What is role of total quality management in improving the production of a company. Explain in detail, providing the basis of TQM. Principles and suitable examples.
- 11) What is ISO 9000? How different tiers of ISO 9000 are being laid down as procedure in a point manufacturing company explain the principles of ISO 9003 applicability and requirement for obtaining ISO 9003 in your paint company.
- 12) A company has to select one location out of the three alternatives for a new plant. The annual operating costs are given below for these locations. On the basis of annual operating cost, which site would you choose.

Factor	Location		
	A	B	C
Labour Cost (₹)	1,20,000	1,10,000	1,60,000
Transportation (₹)	10,000	8,000	7,000
Local taxes (₹)	17,000	20,000	25,000
Cost of power (₹)	21,000	29,000	25,000
Other cost (₹)	16,000	11,000	12,000
Land cost (₹) (Rent)	50,000	60,000	40,000

- 13) What are the factors considered for a good plant layout. Explain in detail layout tools and techniques used for good plant layouts.

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