

MP-204(Old)/MP-109

December - Examination 2018

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

Note: The question paper is divided into three sections A, B and C. Write answers as per given instructions.

Section - A**8 × 2 = 16**

(Very Short Answer Questions)

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

- 1) (i) Name four types of maintenance carried out in a manufacturing industry.
- (ii) Name the four quality guru and their principle concept of quality.
- (iii) Name any four companies where supply chain management is important w.r.to short cycle time.
- (iv) Determine energy productivity for the following data
50 numbers of bread are baked in an oven by using
10 kilowatt hour of electrical energy. Each bread is sold for Rs. 10.

- (v) Name four factors to be considered in product development.
- (vi) Write four objectives of a good plant layout.
- (vii) Write the series of ISO 9000 and their scope of work in a manufacturing unit.
- (viii) Name the methods of calculating work measurement and their concept of specific use in type of related job for standard time.

Section - B

$4 \times 8 = 32$

(Short Answer Questions)

Note: Answer **any four** questions. Each answer should not exceed 200 words. Each question carries 8 marks.

- 2) The sales of a product for the last 10 weeks are shown below:

Week	Unit sales
1	700
2	724
3	720
4	728
5	740

Week	Unit Sales
6	742
7	758
8	750
9	770
10	775

Determine the equation for the trend line and predict sales for the 11th and 12th weeks.

- 3) Discuss the functions of Operations Manager.
- 4) 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 economy loss of country).

- 5) Define the stages of six sigma. How is six sigma being used as quality improvement tool for passenger four vehicle segment manufacturing and ergonomic design feature.
- 6) You are working as quality assurance manager in a window and split air conditioner manufacturing company. You are being asked by management to obtain ISO 9003 from an authorized certification body:
- Name two authorized ISO 9000 certification bodies.
 - Explain ISO 9003 certification requirement for the window and split A.C. manufacturing process for your company.
- 7) Explain in detail both qualitative and quantitative factors to be considered in choosing a location for coconut oil manufacturing in India.
- 8) Write short notes on:
- Preventive and predictive maintenance planning.
 - Supply chain drivers.
- 9) The number of break downs of equipment over the past 2 years is as below:

No. of Breakdowns	No. of month this occurred
0	3
1	7
2	9
3	3
4	2
Total	24

Each break down costs an average of Rs. 300/- preventive maintenance service can be hired at a cost of Rs. 150 per month and it will limit the breakdown maintenance policy or a preventive maintenance service contract.

Section - C**2 × 16 = 32**

(Long Answer Questions)

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

- 10) The ABC fun novelty company buys 80,000 shipping container per year. Price of each container is Rs. 0.40. Cost of purchase Rs. 80/- per order, cost of holding one container per year = Rs. 0.10. Bank rate of interest 15% including a charge for taxes and insurance. Find:
- (i) The economic order quantity and time between orders based on 220 working days per year.
 - (ii) The minimum variable cost per year.
- 11) Discuss the recent development tools in operations management for:
- (i) Increasing the productivity
 - (ii) Digitization for warehouse effective utilization.
 - (iii) Increasing the inventory turn and reducing the inventory cost.
- 12) Write detailed note on any two:
- (i) Supply chain management of retail shopping mall.
 - (ii) Customer relation management in T.V. cable connection provider v/s customer.
 - (iii) Operations scheduling with suitable example.
- 13) Explain selective inventory control methods with suitable examples.