

**MP-204(Old)/MP-109**

December - Examination 2019

**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. Explain the following terms within 30 words each :
  - i. Total Quality Management
  - ii. Business Process Reengineering
  - iii. Electronic Commerce
  - iv. Assembly Charts
  - v. Job Design
  - vi. Ergonomics
  - vii. Productivity
  - viii. ABC Analysis

**Section - B****4 × 8 = 32****(Short Answer Questions)**

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

2. Discuss the factors to be considered for location of a facility.
3. Explain the factors affecting job design.
4. Describe applications of work measurement in management.
5. Explain the EQQ model with the help of graph.
6. Discuss various types of cost associated with inventory management.
7. Describe the problem of Material Requirement Planning.
8. Discuss the concept of Supply Chain Management.
9. Explain the key elements of TQM.

**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. Explain the historical evolution of operations management.
11. Discuss various types of process designs used in the industries.
12. Explain various techniques for recording in method study.
13. Examine the methods of forecasting with their limitations.

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