

12. Write notes on the following :

- (i) Operations Standard
- (ii) Work Measurement

13. Give an overview on CRM while designing. What are the importance of Relationship Management ?

MP-109/MP-204(Old)

December – Examination 2023

M.B.A. (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.

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 Operation Management.

- (ii) Name *two* techniques of Operation Management.
- (iii) What is EOQ ?
- (iv) What is TQM ?
- (v) Define Forecasting.
- (vi) What is Six Sigma ?
- (vii) Explain Product Design.
- (viii) What is ISO : 9000 ?

Section-B **4×8=32**

(Short Answer Type Questions)

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

- 2. What are the key characteristics of Operations Scheduling ?
- 3. Explain the concept of Double Bin System.
- 4. Define Customer Relationship Management.

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- 5. What are the key models used for Inventory Management ?
- 6. What are the key objectives of Job Design ?
- 7. Define Forecasting Errors. How it is measured ?
- 8. Write Pros and Cons of Six Sigma.
- 9. Explain Supply Chain Management.

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. Explain the process design in respect to key characteristics. What is the significance of process design ?
- 11. Explain the concept of Material Requirement Planning. What are its objectives ?

MP-109/MP-204 (Old)/4 (3) **TC-556** Turn Over