

MP-204(Old)/MP-109

December - Examination 2025

Master of Business Administration (I Year) Examination

OPERATIONS MANAGEMENT

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

[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 the term production management.
- (ii) What do you mean by facility layout?
- (iii) What do you mean by job analysis?
- (iv) What is a product/process design?
- (v) What do you understand by supply change management?
- (vi) What do you mean by work sampling?
- (vii) Write any two objectives of relationship management.
- (viii) What do you mean by CRM?

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. Define the term operations management. Explain its functions and importance.
3. With breaking of trade barriers, discuss the option and importance of going for foreign location.
4. What are the factors affecting the choice of process design for a manufacturer?
5. Define productivity. How can it be measured? Explain.
6. The average annual consumption of a material is 15,000 units at a price of ₹ 50 per unit. The storage cost is 15% on an average inventory. Ordering cost is ₹ 35. How much quantity is to be purchased at a time?
7. What do you understand by Material Requirement Planning? Describe the problems of MRP systems.
8. What do you mean by logistic management? What are the elements and objectives of logistic management?
9. What is ISO? Put a light on the genesis of ISO 9000.

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. Define job design. Which decisions are involved in job design? Explain.
11. What is scheduling? Explain the different scheduling activities with an example.
12. Discuss DMAIC and DMADV. What are the objectives of maintenance management?
13. Describe the various key elements of TQM with suitable examples.
