

MP-109/MP-204(Old)
December – Examination 2020
Master of Business Administration
(Ist Year) Examination
Operations Management
Paper : MP-109/MP-204(Old)

Time : 2 Hours]

[Maximum Marks : 80

Note :- The question paper is divided into two Sections A and B. 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. Answer all the following questions :

- (i) Name the methods of forecasting.
- (ii) Name the four companies of FMCG sector.
- (iii) Define *two* objectives of work study.

- (iv) Determine machine productivity for 2 machines produced 100 good pieces of a part in 10 hours.
- (v) Explain Breakdown maintenance.
- (vi) Write formula for calculation of standard time.
- (vii) Name *two* logistics of MNC companies.
- (viii) Explain the term operations management.

Section-B **4×16=64**

(Short Answer Type Questions)

Note :- Answer any *four* questions. Answer should not exceed **200** words. Each question carries 16 marks.

- 2. A workshop operates on two shifts of 8 hours per day. It has 10 machines. It works for 6 days a week machine utilization is 90% and the efficiency of the machine is 85%. Calculate the designed/rated capacity of the workshop in hours.
- 3. Explain the historic evolution in quality management indicating the concept and features of each stage.

- 4. Explain the functions of customer relation manager with suitable example of setup connection in charge of a T.V. Company in a district.
- 5. Explain in detail both quantitative and qualitative factors to be considered in choosing a location for a point manufacturing new setup.
- 6. Explain the elements of standard time. What are the steps you would initiate for reduction of standard time in washing machine assembly line ? Discuss.
- 7. Name different maintenance practice adopted by a continuous manufacturing plant. Also define reliability centered maintenance practice.
- 8. Explain the six sigma approach in quality consideration with suitable industry example.
- 9. Write down in detail the stages of a product design with suitable industry product example.