

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

**June – 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) What is TQM ?
- (ii) Explain Job Design.

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- (iii) Define Activity.
- (iv) Explain the types of demand.
- (v) What is EOQ ?
- (vi) Define quality control.
- (vii) Explain process chart.
- (viii) Examine process design used in industries.

**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. Explain the aids of process planning.
- 3. Differentiate between supply chain management and logistic management.
- 4. Write short note on Exponential Smoothing.
- 5. Explain failure analysis of equipment.
- 6. What are the drawbacks of six sigma ? Explain.

- 7. Write short notes on the following :
  - (i) TQM
  - (ii) JIT
- 8. Explain the concept of Double Bin System.
- 9. What are forecasting errors ? How forecasting errors can be measured ?

**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. Throw light on customer retention and relationship management.
- 11. Discuss the historical evolution of operations management.
- 12. Explain the factors affecting job design.
- 13. Write a detailed note on maintenance management.