

**MP-204(Old)/MP-109**  
June - Examination 2018  
**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) (i) List the classification of production systems.
- (ii) Write four objectives of demand forecasting.
- (iii) Define the work measurement.
- (iv) Name any four factors, which are responsible for selection of facility location.
- (v) Name any four manufacturing industry, where operation scheduling is important.

- (vi) Determine the forecast of demand for the 7th Month. Using 3 month (last) simple moving average method.

Month	1	2	3	4	5	6
Demand (Units)	120	130	110	140	110	130

- (vii) Name any four companies of FMCG sector.  
 (viii) What is break down maintenance?

### 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) Write down in detail the stages of a product design with suitable example of washing machine.
- 3) Explain the historic evaluation in quality management systems indicating the concept and features of each stage.
- 4) Draw the diagram of supply chain management for dairy milk products. Explain the key drivers in dairy milk product company. Also write your initiatives for improving the customer satisfaction.
- 5) An 8 hours work measurements study in a plant reveals the following units produced = 320 Nos., Idle time = 15%, performance rating = 120% Allowances = 12% of normal time. Determine the standard time per unit produced.
- 6) Explain the types of maintenance followed in manufacturing industry.

- 7) Explain primary and secondary objectives you will formulate as a materials manager in a fridge manufacturing company.
- 8) A company uses 1200 units per month of an electronic. Component each costing Rs 2/-. Placing each order cost Rs. 50/- and the carrying cost is 6% per year of the average inventory. Find Economic order quantity and number of orders per year.
- 9) Explain the elements of calculating standard time. As a scheduling manager in a steel product manufacturing company, what work place environmental changes you would suggest to increase productivity of work force and safe working practice.

### Section - C

$2 \times 16 = 32$

(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) The table below gives the processing time (in hours) for five jobs A to E on two machines M1 and M2. Sequence these jobs optimally and compute the cycle time and idle time on both machines.

Jobs	A	B	C	D	E
M1	6	5	4	10	3
M2	2	6	8	7	11

- 11) You are placed as quality control manager in a tyre manufacturing company. What are different total quality management tools you will initiate to improve the following problems. Explain the concept and procedure of use of quality management tool.
- (i) Repetitive mistakes in manufacturing and resulting in low strength of wear resistance of tyre.
  - (ii) Increasing the morale of workers towards continuous quality work and tend to zero defect.
  - (iii) Poor maintenance workmanship, due to lack of standard procedure and documentation.
- 12) Your being placed as maintenance manager in a Mega unit of chemical or fertilizer industry.
- (i) Write complete detailed objective of maintenance of equipments w.r. to plant production, procedure of maintenance including safe working practice used during maintenance of plant operational equipment.
  - (ii) What are the components of annual maintenance budget you will consider and their percentage weight, considering  
No. of equipment: 500 (200 rotating and 300 stationary - Mechanical)  
No. of electrical machines - 300 Nos.  
Instrumentation valves, Control systems - 50 Nos.
- 13) You are being placed as Life Insurance Manager in a private company. What are the initiative you will develop for extensive chain of customer relationship managements. How you will develop the supply chain of your territory with agency managers and prospect developer agents. Write in detail using CRM (Customer relationship management) tools, in support of developing process.