

MP-204(Old)/MP-109

June - Examination 2019

**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) Explain the following terms within 30 words each :
- (i) Business Process Re-engineering
 - (ii) Supply Chain Management
 - (iii) Economies of Scale
 - (iv) Project
 - (v) Socio-technical approach
 - (vi) Work study

(vii) Process capability

(viii) Operations Scheduling

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) Examine the evolution of Operations Management.
- 3) Describe the responsibilities of an Operations Manager.
- 4) Describe the factors affecting choice of process design for a manufacturer.
- 5) Discuss various approaches to job design.
- 6) Suggest the ways by which productivity of an organization can be improved.
- 7) Explain the Six Sigma methodology for elimination of defects.
- 8) Discuss the requirements of Customer Relationship Management.
- 9) Explain the ISO 9000 series and its objectives.

Section - C**2 × 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) Describe the decision process for location of Production Facility.
 - 11) Discuss various types of process designs used in Industries.
 - 12) Discuss the procedure and techniques of work management.
 - 13) Write a detail note on maintenance management.
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