

6. 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 :

- (a) Repetitive mistakes in manufacturing and resulting in low strength of wear resistance of tyre.
- (b) Increasing the morale of workers towards continuous quality work and tend to zero defect.

8+8=16

7. Explain the historic evaluation in Quality Management Systems indicating the concept and features of each stage.

8. 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.

9. Discuss the various approaches to the Job Design.

MP-109/MP-204 (Old)

June – Examination 2022

M.B.A. (Ist Year) Examination

Operations Management

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

Time : 1½ 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

4×4=16

(Very Short Answer Type Questions)

Note :- Answer any *four* 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 4 marks.

1. (i) Name the methods of forecasting and explain any *two* methods with example.
- (ii) What is ISO 9000 ? Explain the scope of ISO 9001, 9002, 9003 series w.r. to any production unit.

- (iii) Explain work measurement objectives and benefits related to Assembly Units.
- (iv) Name the *four* Companies of FMCG Sector with one product name for each.
- (v) Determine the forecast demand for the 7th month using 3 month (last) simple moving average method for the following :

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

- (vi) Name the type of maintenance and explain breakdown maintenance.
- (vii) What are *three* main objectives of material requirement planning ? Why M.R.P. is important in raw material planning ?
- (viii) Write the definition of TQM and dimensions of TQM with examples.

Section-B

4×16=64

(Short Answer Type Questions)

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

2. You are working as quality documentation engineer in a fridge manufacturing company. You are being asked by management to obtain ISO 9003 from authorized organisation.
- (a) Name *two* authorized ISO 9000 certification bodies.
- (b) Explain ISO 9003 certification requirement for the fridge manufacturing process for your company. 4+12=16
3. Define stage of six sigma and its meaning. Why six sigma approach is better placed as a quality tool approach. Justify your answer with example. 8+8=16
4. What is the role of total quality management in improving the production of a company. Explain in detail, providing the basis of TQM principles and suitable examples. 10+6=16
5. Explain the current issues in Supply Chain Management.