

GUJARAT TECHNOLOGICAL UNIVERSITY
MBA (AM) SEMESTER 08 - EXAMINATION – SUMMER-2018

Subject Code: 4180503
Date: 02/05/2018
Subject Name: Operations Management
Time: 10:30 AM To 01:30 PM
Total Marks: 70
Instructions:

1. Attempt all questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.

- Q.1** Explain following terms with suitable examples (ANY 7) **14**
1. Modern Operation Management
 2. Lean Manufacturing
 3. Facility Location and Facility Layout
 4. Material Handling
 5. Reordering level in inventory management
 6. Job Sequencing
 7. Just in Time (JIT)
 8. Bench Marking
 9. Inspection and Acceptance Sampling
- Q.2** (a) Write a note on “Production Planning and Control (PPC)” **07**
- (b) Draw the network find Critical Path and calculate EST, EFT, LST, LFT and Slack **07**
- | Activity | 1-2 | 1-6 | 2-3 | 2-4 | 3-5 | 4-5 | 6-7 | 5-8 | 7-8 |
|-------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Time (Days) | 6 | 5 | 13 | 4 | 11 | 6 | 11 | 3 | 15 |
- OR**
- (b) What is ‘line structure’ in waiting lines? Explain single channel- single phase, multi channel- single phase and multi channel- multiphase line structures. **07**
- Q.3** (a) “Operations management is a transformation process”. Support this statement with examples if you agree with it. **07**
- (b) Take any service sector of your choice. When you visit for this service what are the dimensions based on which you will judge overall service quality? If you are appointed as an operations manager, how will you creatively design or innovate the service to improve the quality? **07**
- OR**
- Q.3** (a) Discuss the types of processes. What are the merits and demerits of each? Give an example of each. **07**
- (b) Differentiate Product design and process design with suitable examples, **07**
- Q.4** (a) Define the various types of plant layout in brief with suitable examples of each. **07**
- (b) What is inventory and inventory management? Discuss inventory management techniques. **07**
- OR**
- Q.4** (a) What is meant by aggregate production planning? Why it is required? **07**
- (b) What is MRP? What are the inputs and outputs required by the MRP processing logic? **07**
- Q.5** (a) Mention various charting methods used in statistical quality control. **07**

(b) Define Kaizen & ISO. Explain tools of Total Quality Management in detail. **07**

OR

Q.5 (a) What is Six – Sigma? Write steps for implementing six – sigma. **07**

(b) Write a note on Industrial safety & safety management. **07**

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