Roll No. | | | | | | | | | | | | |

Total No. of Pages : 02

Total No. of Questions : 17

MBA/MBA(IB) (2018 Batch) (Sem.–2)

PRODUCTION AND OPERATIONS MANAGEMENT

Subject Code : MBA-205-18

M.Code : 76157

Time : 3 Hrs. Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. **SECTION-A contains EIGHT questions carrying TWO marks each and students has to attempt ALL questions.**
2. **SECTION-B consists of FOUR Subsections : Units-I, II, III & IV. Each Subsection contains TWO questions each carrying EIGHT marks each and student has to attempt any ONE question from each Subsection.**
3. **SECTION-C is COMPULSORY and consist of ONE Case Study carrying TWELVE marks.**

SECTION-A

1) Explain how are operations classified?
2) Discuss the various techniques for product development.
3) What is meant by work measurement?
4) What are the various capacity planning decisions?
5) Discuss the model concept of six sigma.
6) Differentiate between characteristics of goods and services.
7) Which are the factors that affect the inventory control policies?
8) Explain the utility of Kanban system.

SECTION-B

UNIT-I

9) Discuss the various roles and responsibilities of an operations manager.
10) List and discuss the different types of production systems.

UNIT-II

11) Discuss the various factors affecting capacity planning.
12) List and explain the problems faced while designing layouts.

UNIT-III

13) Discuss the relevance of Deming's principles to quality management today.

14) What is meant by acceptance sampling? Briefly discuss its various types.

UNIT-IV

15) What is meant by lean production systems? Discuss their significance and utility.

16) Write brief notes on :

a) Virtual Factory

b) Franchising

SECTION-C

17) Study the following case and answer the question(s) that follow :

In a manufacturing lot taken from the production lot of M/s Jupiter Production Ltd., the number of defectives found in the inspection of 15 lots of 400 items each, are given below.

Lot No.	No. of Defectives
1	2
2	5
3	0
4	14
5	3
6	0
7	1
8	0
9	18
10	8
11	6
12	0
13	3
14	0
15	6

***Question* :**

Determine the control limits for *np* chart and state whether the process is in control? Also comment on the results so obtained.

NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.