

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.**