B. B. A. (P) Examination 2021-22

(Even Semester)

PRODUCTION AND OPERATIONS MANAGEMENT

Time : Three Hours]   *[Maximum Marks : 60*

Note :– Attempt all questions.

SECTION–A

1. Attempt all parts of the following :   8 × 1=8

   (a) Define operation management.

   (b) What are the types of waiting line models?

   (c) Explain relational procurement.

   (d) Define reverse logisties.

   (e) Explain TQM.

   (f) Explain zero defect.

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(g)   Enumerate issues in facility location.

(h)   Define work study.

SECTION – B

2.   Attempt any two parts of the following : $2 \times 6 = 12$

    (a)   Enumerate the needs and significance of operation management.

    (b)   List out the issues related to operations management.

    (c)   Write short notes on :

       (i)   Bench marking

       (ii)   Acceptance sampling

       (iii)   Design quality

    (d)   Explain centre of gravity method with suitable example.

SECTION – C

Note:-   Attempt all questions. Attempt any two parts from each questions. $8 \times 5 = 40$

3.   (a)   Enumerate 5 P's of production and their significance.

(b)   Explain economics of waiting line.

(c)   Write short notes on :

   (i)   Inventory model

   (ii)   Types of transformation

4.   (a)   Explain relationship of operations and supply chain management to the competetiveness of the firm.

   (b)   Enumerate the importance of sustainability in operations.

   (c)   Write short notes on :

   (i)   Lean synchronization

   (ii)   Design of product/services

5.   (a)   Write short notes on :

   (i)   Quality specification

   (ii)   Cost quality

   (b)   Explain continuous improvement? Is it essential for an organization to be in the race.

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(c) Write short notes on :

    (i) Kaizen

    (ii) Six sigma

6. (a) Explain analytic delphi method with suitable example.

(b) Explain concept of CSR and sustainability in operations management.

(c) Write short notes on :

    (i) AGV

    (ii) CIM

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