

Code: 21E00206

MBA II Semester Regular & Supplementary Examinations July 2024
OPERATIONS MANAGEMENT
(Common to MBA and BAFS)

Time: 3 hours

Max. Marks: 60

All questions carry equal marks

SECTION-A

(Answer the following: 05 X 10 = 50 Marks)

1. (a) Define Operations Management. Explain its scope 5M
(b) What are decisional areas of operations management? 5M

OR
2. (a) Discuss the future challenges of operations management. 5M
(b) Examine the characteristics of modern operations management 5M
3. (a) Explain about technology management 5M
(b) What do you mean by work environment and how can you manage it? 5M

OR
4. (a) Discuss about quality circles in detail 5M
(b) Elucidate the different control charts. 5M
5. (a) Define quality, quality management and discuss dimensions of quality. 5M
(b) Write a note on ISO and its various series relates to operations management 5M

OR
6. (a) What is Six Sigma? Write steps for implementing six-sigma. 5M
(b) Examine the new product development and design-stages. 5M
7. (a) Define inventory explain the methods of inventory control 5M
(b) Explain the ABC analysis technique of Inventory Control 5M

OR
8. (a) Discuss the concepts and different types of inventory. 5M
(b) Define Just in Time (JIT). Explain basic elements of JIT. 5M
9. (a) Explain about industrial revaluation. 5M
(b) Write about Drivers and Enablers. 5M

OR
10. (a) Discuss the problems in implementing industry 4.0. 5M
(b) Examine the process to adopt the industry 4.0. 5M

SECTION-B

(Compulsory question: 01 X 10 = 10 Marks)

11. Case Study/Problem

10M

The following details of 10 items are kept in the inventory. The details regarding number of items used per annum and price per unit are given below Classify the items into ABC analysis

Item	1	2	3	4	5	6	7	8	9	10
Annual Usage	200	100	2000	400	6000	1200	120	2000	1000	80
Price	4	360	0.20	20	0.04	0.80	100	0.70	1.00	4.00

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MBA II Semester Regular & Supplementary Examinations August/September 2023
OPERATIONS MANAGEMENT
(Common to MBA, B&FS and Healthcare & Hospital Management)

Time: 3 hours

Max. Marks: 60

All questions carry equal marks

SECTION-A

(Answer the following: 05 X 10 = 50 Marks)

1. (a) Explain the scope of operations management. 5M
(b) Analyze the role of operations manager in today's scenario 5M
OR
2. (a) Examine the interface of operations management with other functions. 5M
(b) What are the challenges of operations management? 5M
3. (a) List out the steps in the construction of fraction defective chart. 5M
(b) 'Waste management is complementary to resource management.' Comment. 5M
OR
4. (a) Illustrate the acceptance sampling with an example, 5M
(b) Write brief note on quality assurance models. 5M
5. (a) What are the elements of six sigma? 5M
(b) Discuss the dimensions of quality in operations management.
OR
6. (a) What are the standards under ISO: 9000 system? 5M
(b) Write a note on Juran's quality trilogy. 5M
7. (a) What are the effects of JIT system on worker and manager? 5M
(b) Explain the various types of inventory costs. 5M
OR
8. (a) Write a note on VED analysis. 5M
(b) What do you understand by periodic inventory system? 5M
9. (a) List out the challenges for industry 4.0. 5M
(b) Narrate the various industrial revolutions in brief.
OR
10. (a) Discuss the benefits of digitalization. 5M
(b) Evaluate the key enablers of industry 4.0. 5M

SECTION-B

(Compulsory question. 01 X 10 = 10 Marks)

11. Case Study/Problem

10M

The following data were obtained over a 5-day period to indicate average and range control chart for a quality characteristic of a certain manufacturing product that had required a substantial amount of rework. All the figures apply to the product made on a single machine by a single operator. The sample size was 3. Two samples were taken per day

Sample number		1	2	3	4	5	6	7	8	9	10
observations	A	10	7	11	10	8	11	10	10	12	10
	B	12	10	12	9	11	8	12	12	13	13
	C	13	8	9	8	11	8	13	12	11	7

Comment on process by using the mean and range charts.

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MBA II Semester Regular Examinations October/November 2022
OPERATIONS MANAGEMENT
(Common to B&FS, HC&HM, & MBA (GM&BM))
(For students admitted in 2021 only)

Time: 3 hours

Max. Marks: 60

All questions carry equal marks

SECTION-A

(Answer the following: 05 X 10 = 50 Marks)

1. (a) Define operations management and give the classifications of production systems. 5M
(b) Explain in brief the functions of operations management? 5M

OR
2. (a) What is decision making? What are the steps involved in decision making? 5M
(b) Briefly explain the characteristics of operations decisions and the framework for decision? 5M
3. (a) What does the work environment mean? Why is it important to have a positive work environment? 5M
(b) "Automation is directly linked to unemployment." Comment. 5M

OR
4. (a) Write Short Notes on: (i) Quality Circle. (ii) Quality Assurance. 5M
(b) Define Waste Management and explain. 5M
5. (a) Write a short note on: (i) ISO 14000. (ii) Total Quality Management. 5M
(b) Define the term production management and describe. 5M

OR
6. (a) Briefly explain the principles of TQM? 5M
(b) Explain the factors determining production control? 5M
7. (a) Explain the various techniques of Inventory Control. 5M
(b) What do you mean by Inventory Control? What are the forms of Inventories? 5M

OR
8. (a) What are the importance of Inventory in cost reduction? 5M
(b) Difference between JIT & VML 5M
9. (a) How Industry 4.0 affects operations management? 5M
(b) What are the current challenges for Industry 4.0? 5M

OR
10. (a) Briefly explain various Industrial Revolutions? 5M
(b) What do you mean by Digitalization? What is its role in Industry 4.0? 5M

SECTION-B

(Compulsory question, 01 X 10 10 Marks)

11. Case Study/Problem:

10M

A manufacturing company purchase 9000 parts of a machine for its annual requirements ordering for month usage at a time, each part costs Rs. 20. The ordering cost per order is Rs. 15 and carrying charges are 15% of the average inventory per year. You have been assigned to suggest a more economical purchase policy for the company. What advice you offer and how much would it save the company per year?
