D 90900

COMMERCE FACTORY

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Name.....

Reg. No.....

FIFTH SEMESTER B.B.A. DEGREE EXAMINATION NOVEMBER 2015

(U.G.—CCSS)

Core Course

BB VB 09—OPERATIONS MANAGEMENT

Time : Three Hours

Maximum : 30 Weightage

Part A

Answer all **twelve** *questions.*

I. Choose the correct answer from brackets :

1 ——— refers to preserving goods in a protected environment.

(a) Alteration. (b) Inspection.

(c) Storage. (d) Bargaining.

2 Hawthorne studies were related with ———.

(a) Scientific management.

(b) Human relations management.

(c) Marketing management.

(d) None of these.

3 ——— is the capacity that specifies a theoretical upper limit above the usual rate of routine operations.

(a) Maximum capacity. (b) Effective capacity.

(c) Actual capacity. (d) None of these.

4 ——— is measure of the quantity of output per unit of input.

(a) Productivity. (b) Marketability.

(c) Sociability. (d) None of these.

II. Fill in the blanks :

5 ——— is a value addition process.

6 In ——— layout machines are arranged in the sequence in which a given product will be operated upon.

Turn over

7 ——— is the Japanese concept of continuous improvement in all things.

8 The term MRP means ———.

III. State True *or* False :

9 Men is an input in the production system.

10 Services are tangible in nature.

11 Frank and Lillian Gilbreth developed the concept of motion study.

12 Scheduling is the process of determination of the work that should be performed in each operation.

(12 × ¼ = 3 weightage)

Part B

Answer **all** *questions.*
Each question carries a weightage of 1.

13 Define production.

14 What is quality circle ?

15 What do you mean by operation control ?

16 What is a control chart ?

17 Define plant layout.

18 What is TQM ?

19 What is materials management ?

20 What is quality planning ?

21 Define capacity.

(9 x 1= 9 weightage)

Part C

Answer any **five** *questions.*
Each question carries a weightage of 2.

22 What are the objectives of production management ?

23 Mention different stages involved in the product development process.

24 Distinguish between goods and service.

25 Explain the principles of plant layout.

26 What are the most important physical facilities to be organized in a factory ?

27 Write a short note on time study and motion study.

28 Mention the various levels of production planning.

(5 × 2 = 10 weightage)

Part D

Answer any **two** *questions.*
Each question carries a weightage of 4.

29 What is operations management ? Elucidate the scope and objectives of operations management ?

30 Explain in detail the various types of production process.

31 Explain the factors that are to be considered for an Industrial Building.

(2 × 4 = 8 weightage)