

D 40019

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Name.....

Reg. No.....

**SIXTH SEMESTER B.B.A. DEGREE EXAMINATION, MARCH/APRIL 2018**

(CUCBCSS—UG)

**BBA VIB 12—OPERATIONS MANAGEMENT**

Time : Three Hours

Maximum : 80 Marks

**Part I (Objective Questions)**

*Answer all ten questions.*

*Choose the correct answer.*

1. \_\_\_\_\_ is a business activity that deals with the production of goods and services.  
(a) Production management. (b) Operation management.  
(c) Financial management. (d) Marketing management.
2. \_\_\_\_\_ aims at prevention of defects at the source, relies on effective feedback system and corrective action procedure.  
(a) Quality Control. (b) EOQ.  
(c) Quality assurance. (d) None of the above.
3. Work measurement is also called \_\_\_\_\_.  
(a) Fatigue study. (b) Time study.  
(c) Method study. (d) None of these.
4. \_\_\_\_\_ is the systematic investigation of all the factors which affect the efficiency of the organisation.  
(a) Motion study. (b) Work study.  
(c) Time study. (d) None of these.
5. The control chart was developed by \_\_\_\_\_.  
(a) Adam smith. (b) Joseph M. Juran.  
(c) W. Edwards Deming. (d) Walter A Shewhart.

**Turn over**

*Fill in the blanks.*

6. SQC means \_\_\_\_\_.
7. \_\_\_\_\_ is a plan of the most effective arrangement of the physical facilities and manpower for the manufacture of the product.
8. \_\_\_\_\_ is the art and science involving the movement, packing and storing of substances in any form.
9. \_\_\_\_\_ is the process of systematic and critical scrutiny of work in order to make it more effective and efficient.
10. \_\_\_\_\_ chart is to be used along with R-chart.

(10 × 1 = 10 marks)

### **Part II (Short Answer Questions)**

*Answer any eight out of the ten questions in two or three sentences.*

11. What is operations management ?
12. What do you mean by material requirement planning ?
13. What is material handling ?
14. What is maintenance ?
15. What is work measurement ?
16. What do you mean by work study ?
17. What is process layout ?
18. What is plant location ?
19. What is an operation planning ?
20. What is acceptance sampling ?

(8 × 2 = 16 marks)

### **Part III (Short Essay Questions)**

*Answer any six out of the eight questions in about 200 words.*

21. Discuss the scope of operations management.
22. What are the objectives of maintenance ?
23. What are the types of capacity ?
24. What are the objectives of material requirement planning ?

25. What are the benefits of good quality ?
26. What are the objectives of plant layout ?
27. What are the advantages of process layout ?
28. What are the rules for material handling ?

(6 × 4 = 24 marks)

#### Part IV (Essay Questions)

*Answer any two out of the three questions in about 800 words.*

29. Discuss the various factors that determine plant location of an industrial unit.
30. Explain the scope and importance of work measurement.
31. What are the objectives and importance of operation control ?

(2 × 15 = 30 marks)