

C 21049

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SIXTH SEMESTER B.B.A. DEGREE EXAMINATION, MARCH 2017

(CUCBCSS—UG)

BBA VI B 12—OPERATIONS MANAGEMENT

Time : Three Hours

Maximum : 80 Marks

Part I (Objective Questions)

Answer all ten questions.

Choose the correct answer.

1. _____ refers to the physical arrangement of facilities.
(a) Product design. (b) Plant layout.
(c) Process design. (d) Capacity planning
2. Under this layout similar machine in a group in one department is arranged according to the functions they perform in the plant.
(a) Product layout. (b) Process layout.
(c) Project layout. (d) None of the above.
3. _____ is concerned with finding the facts about a situation and affects a critical examination of these facts, developing a new and better method of doing work.
(a) Time study. (b) Method study.
(c) Six-sigma. (d) None of the above.
4. _____ is a measure of how closely a good or service conforms to specific standard.
(a) Flexibility. (b) Schedule.
(c) Quality. (d) None of the above.
5. _____ determines the optional schedule and sequence of operations, economic batch quantity, machine assignment and dispatching priorities for sequencing.
(a) LOB. (b) Production planning.
(c) Line balancing. (d) None of the above.

Fill in the blanks :

6. _____ refers to the choice of region and the selection of a particular site for setting up a business or factory.
7. _____ is the art and science involving the movement, packing and storing off substances in any form.
8. \bar{X} - chart is a control chart used to control a _____ quality.
9. Plant layout is a _____ of the physical facilities which are used in production.
10. _____ layout will have more excess idle time machine hours.

(10 × 1 = 10 marks)

Turn over

Part II (Short Answer Questions)

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

11. What is operations management ?
12. Define plant layout.
13. What is method study ?
14. What do you mean by material requirement planning ?
15. What do you mean by production planning ?
16. What is statistical quality control ?
17. What is line layout ?
18. What is quality ?
19. What is material handling ?
20. Define capacity.

(8 × 2 = 16 marks)

Part III (Short Essay Questions)

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

21. Explain the scope of operations management.
22. What are the objectives of facility planning ?
23. What are the processes of capacity planning ?
24. What are the objectives of maintenance ?
25. What are the factors determining planning procedure ?
26. What are the phases of production planning and control ?
27. What are the merits of line layout ?
28. What are the material handling equipments ?

(6 × 4 = 24 marks)

Part IV (Essay Questions)

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

29. Explain the various factors that determine plant location of an industrial unit.
30. What is total quality management ? Explain the principles and benefits of total quality management.
31. What is maintenance ? What are the types of maintenance ?

(2 × 15 = 30 marks)