

(Pages : 3)

SIXTH SEMESTER B.B.A. DEGREE EXAMINATION, MARCH 2019

(CUCBCSS)

B.B.A.

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. _____ is the business function that plans, organises, co-ordinates, and controls the resources needed to produce a company's goods and services.
(a) Operations management. (b) Production management.
(c) Marketing management. (d) Financial management.
2. _____ is the arrangement of machines, work areas and service areas within a factory.
(a) Product design. (b) Plant layout.
(c) Process design. (d) Capacity planning.
3. _____ deals with the techniques to ensure the best possible use of human, machine and material resources in carrying out a specific activity.
(a) Ergonomics. (b) Work study.
(c) QFD. (d) None of the above.
4. _____ precedes the examine step of the method study.
(a) Develop. (b) Install.
(c) Record. (d) Maintain.
5. Production planning and control has _____ phases.
(a) Two. (b) Three.
(c) Four. (d) None of the above.

Turn over

6. Service oriented industries are located near _____.
7. MRP means _____.
8. R chart is a control chart used to control a _____ quality.
9. _____ charts show the process trend as time progresses.
10. _____ lay out will have more material handling cost.

(10 × 1 = 10 marks)

Part II (Short Answer Questions)

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

11. Define Operations Management.
12. What is plant layout ?
13. What is quality planning ?
14. Define Maintenance.
15. What is product layout ?
16. What are the advantages of quality management in organisation ?
17. What is process layout ?
18. Define Capacity.
19. Define Material Handling.
20. What do you mean by Work Study ?

(8 × 2 = 16 marks)

Part III (Short Essay Questions)

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

21. Explain the basic features of operation.
22. What are the objectives of good layout ?
23. What are the merits of functional layout ?
24. State the different methods of capacity planning.

25. What are the advantages of material requirement planning ?
26. What are the main objectives of corrective maintenance ?
27. What are the benefits of good quality ?
28. What are the merits of assembly layout ?

(6 × 4 = 24 marks)

Part IV (Essay Questions)

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

29. What is plant location ? What are the factors determining the plant location ?
30. What do you mean by work measurement ? Examine the scope and importance of work measurement.
31. What is maintenance management ? What are the types of maintenance ?

(2 × 15 = 30 marks)