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SIXTH SEMESTER B.Com./B.B.A. DEGREE EXAMINATION, MARCH 2020

(CUCBCSS—UG)

B.B.A.

BBA VIB 12—OPERATIONS MANAGEMENT

Time : Three Hours

Maximum : 80 Marks

Part I (Objective Questions)

Answer all ten questions.

Each question carries 1 mark.

Choose the correct answer :

1. Which of the following is not an objective of good plant layout ?
 - a) To improve productivity.
 - b) To provide safety to employees.
 - c) To increase the number of accidents.
 - d) To provide easy supervision.
2. Which layout is to be used when goods are to be produced in a large quantity ?
 - a) Process layout.
 - b) Cellular layout.
 - c) Product layout.
 - d) Fixed layout.
3. Which of the following is an example of a supply side influence in the location decision ?
 - a) Cost of labour.
 - b) Image of location.
 - c) Labour skills.
 - d) Convenience for customers.
4. Operations Management is a _____ process.
 - a) Translation.
 - b) Transformation.
 - c) Transaction.
 - d) Transition.
5. In which technique is the actual quality examined against the standard ?
 - a) Quality Planning.
 - b) Quality Control.
 - c) Quality Assurance.
 - d) Quality Circles.

Turn over

Fill in the blanks :

6. Plant layout is a _____ of the physical facilities which are used in production.
7. _____ is the application of techniques designed to establish the time for a qualified worker to carry out a specified job at a defined level of performance.
8. _____ are major tools used in Statistical Process Control.
9. _____ is the term used to describe the set of statistical tools used by quality professionals for the purpose of quality control.
10. Work measurement is concerned with determining _____ for doing a job.

(10 × 1 = 10 marks)

Part II (Short Answer Questions)

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

Each question carries 2 marks.

11. Define maintenance.
12. What is product layout ?
13. What do you mean by material requirement planning ?
14. Define plant layout.
15. What is time study ?
16. Define quality control.
17. What is statistical quality control ?
18. What is work measurement ?
19. What are the advantages of quality management in organisation ?
20. What is work study ?

(8 × 2 = 16 marks)

Part III (Short Essay Questions)

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

Each question carries 4 marks.

21. Explain the scope of operations management.
22. What are the objectives of good layout ?
23. What are the advantages of material requirement planning ?
24. What are the advantages of process layout ?
25. What are the merits of line layout ?

26. What are the material handling equipments ?
27. Explain the benefits of operation planning and control.
28. Discuss the steps involved in site selection.

(6 × 4 = 24 marks)

Part IV (Essay Questions)

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

Each question carries 15 marks.

29. Explain the objectives of Operation Management.
30. Explain the scope and importance of work measurement.
31. What is maintenance management ? What are the types of maintenance ?

(2 × 15 = 30 marks)