

APRIL 2019

72225/MAM5C

Time : Three hours

Maximum : 75 marks

SECTION A — (10 × 2 = 20 marks)

Answer any TEN questions.

Write short note on the following : —

1. Operations management.
2. Process planning.
3. Productivity.
4. Facilities Layout.
5. Combination Layouts.
6. Inventory control.
7. Reorder point.
8. ABC Analysis.
9. Method Analysis.
10. Time Study.
11. Work Sampling Technique.
12. Service Encounter.

III BBA — Operations Management

SECTION B — (5 × 5 = 25 marks)

Answer any FIVE questions.

13. Describe the operations function and the nature of the operations manager's job.
14. State the information required to do process planning.
15. What are the objectives of an efficient plant layout?
16. What is the role of Production Managers in respect of the management of inventory?
17. What are the differences between excess stock and stock - outs?
18. State the steps involved in implementing method study.
19. How is service recovery effected? What are the components and issues involved?

SECTION C — (3 × 10 = 30 marks)

Answer any THREE questions.

20. Identify some of the current trends in operations management and relate them to recent news items or to personal experience.
21. Explain the principles of a good layout.

22. What assumptions are necessary to use the basic economic order quantity?
23. Explain the relationship of time motion study to work study.
24. "Recovery, Adaptability, Spontaneity and copying are vital components of service encounters". Discuss.