

NOVEMBER 2019

72225/MAM5C

Time : Three hours

Maximum : 75 marks

SECTION A — (10 × 2 = 20 marks)

Answer any TEN questions.

Write short notes on the following.

1. Production design.
2. Plant layout
3. Productivity Improvement.
4. Product Layout.
5. Service Layouts.
6. Economic Order Quantity.
7. Safety stock.
8. Materials Requirement planning.
9. Work measurement.
10. Stop watch time study.
11. Quality control.
12. Service facility location.

III BBA - Operations Management.

SECTION B — (5 × 5 = 25 marks)

Answer any FIVE questions.

13. List five important differences between goods production and service operations.
14. State and explain the factors influencing process design.
15. State the characteristics and advantages of good plant layout.
16. What are inventory carrying charges? How are they calculated?
17. What is meant by stock-outs? How would the cost of stock-outs and carrying costs be balanced to obtain safety stock?
18. Briefly describe the various recording aids used in method study.
19. Explain a service delivery system.

SECTION C — (3 × 10 = 30 marks)

Answer any THREE questions.

20. Production planning is the starting point of planning in a firm. Comment.
21. Explain the different tools and techniques of plant layout.

22. How would you determine economic order quantity? What is the effect of storage cost on EOQ model?
 23. Explain the different steps involved in work study technique.
 24. "Blueprints identify critical incidents through a graphical approach" Substantiate with an example.
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