NOVEMBER 2017 **72225/MAM5C**

Time : Three hours Maximum : 75 marks

SECTION A — (10 × 2 = 20 marks)

Answer any TEN questions.

1. Define the term 'Product Design'.
2. What is the object of location analysis?
3. State the information required to do process planning.
4. What are the types of plant layout?
5. What is the difference between product layout and process layout?
6. What are inventory models?
7. How would you determine Economic Order Quantity?
8. Define Material Requirement Planning.
9. What is work sampling?
10. What is control chart?
11. Write a short note on Service Encounter.
12. Mention the different types of services.

III BBA - Operations Management.

SECTION B — (5 × 5 = 25 marks)

Answer any FIVE questions.

13. Define the concept and importance of plant location.

14. Explain the principles of a good layout.

15. Describe the general procedure for implementing ABC techniques.

16. Define Method Study and state its objectives.

17. Explain the benefits of statistical quality control.

18. Explain the techniques of work measurement.

19. Write a short note on :

    (a) Service process

    (b) Service delivery.

SECTION C — (3 × 10 = 30 marks)

Answer any THREE questions.

20. What is process planning? Explain the procedure of designing a manufacturing process.

21. State the factors which should be kept in mind while deciding upon a suitable type of plant layout.

22. What purpose does safety shock serve? What are some of the benefits and cost associated with safety shock?

23. Describe the procedure for conducting time study.

24. What do you understand by acceptance sampling? Explain in detail the fundamentals of inspection.

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