

NOVEMBER 2022

72249/BB25C

Time : Three hours

Maximum : 75 marks

PART A — (10 × 2 = 20 marks)

Answer any TEN questions.

All questions carry equal marks.

Write short notes on the following.

1. Production design
2. Process Redesigning
3. Localisation
4. Efficient Layout
5. Process Flow Diagrams
6. Functional Layout
7. Order Cycling System
8. Selective Inventory Control
9. Materials Requirement Planning

IM BBA → Operation Management

10. Standard Time
11. Control Charts
12. Service Encounter

PART B — (5 × 5 = 25 marks)

Answer any FIVE questions.

All questions carry equal marks.

13. Explain the differences between goods productions and service operations.
14. What are the several stages involved in production design? Explain.
15. Explain the different tools and techniques of good plant layout.
16. What are the differences between excess stock and stock-outs? Describe.
17. Describe the advantages and limitations of ABC Analysis.
18. Explain the techniques of work measurement.
19. Discuss the advantages and disadvantages of service encounters.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

All questions carry equal marks.

20. Explain the factors to be considered in plant location.
21. State the factors, which should be kept in mind while deciding upon a suitable type of plant layout.
22. Describe the general procedure for implementing ABC Techniques.
23. State the advantages of sampling inspection and also explain the procedure of sampling inspection.
24. Discuss the key elements in maintaining effective service delivery system.