



PAQ-161100080302 Seat No. _____

M. B. A. (B & F) (Sem. III) (CBCS) Examination
October / November - 2018
Operations Management
(New Course)

Time : 3 Hours]

[Total Marks : 70

Instruction : All the questions carry equal marks.

- 1 Explain the term Operations Management. Explain differences and similarities between service organization and manufacturing organization.

OR

- 1 What is the use of measures for operational excellence? Explain with the help of a few measures.
- 2 Discuss various factors to be taken into consideration in deciding the location of an industry.

OR

- 2 (a) What do you understand by plant layout? Explain its main principles.
(b) Distinguish between long-term functions and short-term functions in operations.
- 3 Define term capacity of a facility? Explain types of capacity.

OR

- 3 (a) Discuss issues and challenges faced by operations management.
(b) Explain the relationship between the supply chain structure and supply chain performance.

- 4 Explain term inventory and Inventory Control. Explain ABC and EOQ techniques of inventory control.

OR

- 4 Enumerate the key benefits that an organization derives by improving the quality of its products and services.
- 5 Write short notes : (any **two**)
- (a) Strategy Formulation Process
 - (b) Total Quality Management
 - (c) Product Development Process
 - (d) Supply Chain Management.
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