Name: ....

Reg.No: ....

FIFTH SEMESTER B.B.A. DEGREE EXAMINATION, NOVEMBER 2021

(CBCSS - UG)

CC19U BBA5 B09 - OPERATIONS MANAGEMENT

(BBA - Core Course)

(2019 Admission - Regular)

Time : 2.5 Hours

Maximum : 80 Marks

Credit : 4

Part A (Short answer questions)

Answer *all* questions. Each question carries 2 marks.

1. State any three features of operations.

2. State any three objectives of operations management relating to resource utilisation.

3. What is E-Commerce?

4. What do you mean by facilities planning?

5. What is plant layout?

6. What is cellular layout?

7. What is demonstrated capacity?

8. What do you mean by capacity planning?

9. What is PMTS?

10. What are the objectives of time study?

11. What is aggregate planning?

12. What is MRP?

13. What is ABC analysis?

14. What is descriptive statistics?

15. What is stratification?

<div align="right">**(Ceiling: 25 Marks)**</div>

<div align="center">**Part B** (Paragraph questions)</div>

<div align="center">Answer *all* questions. Each question carries 5 marks.</div>

16. What are the important operational decisions of operations management?

17. What are the different factors to be considered in product design?

18. Differentiate between intermittent operations and continous operations.

19. What is maintenance? What are the objectives of maintenance?

20. State the factors affecting preventive maintenance.

21. What is EOQ? What are the assumptions of EOQ?

22. Describe the steps involved in quality planning and control.

23. What is the process variations found on a control chart?

<div align="right">**(Ceiling: 35 Marks)**</div>

<div align="center">**Part C** (Essay questions)</div>

<div align="center">Answer any *two* questions. Each question carries 10 marks.</div>

24. Expalin interaction of operation management with other functional areas.

25. Briefly discuss some of the important material handling equipments used in industries.

26. Define work study.What are the objectives and advantages of work study?

27. Explain different types of stock levels.

<div align="right">**(2 × 10 = 20 Marks)**</div>

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