

22U561

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Name:

Reg.No:

FIFTH SEMESTER B.B.A. DEGREE EXAMINATION, NOVEMBER 2024

(CBCSS - UG)

(Regular/Supplementary/Improvement)

CC19U BBA5 B09 - OPERATIONS MANAGEMENT

(BBA - Core Course)

(2019 Admission onwards)

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 objectives of operations management relating to customer care.
2. What is TQM?
3. What are the functional subsystems in an organisation?
4. What is continuous flow process?
5. Define plant layout.
6. What do you mean by material handling equipments?
7. What is design capacity?
8. Mention different types of maintenance.
9. Define work study.
10. Define work measurement.
11. What are the outputs of MRP?
12. What is buffer stock?
13. What is VED analysis?
14. What is cost of quality?
15. Mention two objectives of quality circle.

(Ceiling: 25 Marks)

Part B (Paragraph questions)

Answer *all* questions. Each question carries 5 marks.

16. Distinguish between manufacturing and non manufacturing operations.
17. State the merits and demerits of single storey building.

18. What are the features of stationery layout?
19. What is method study? What are the objectives of method study?
20. What is Time study? What are the advantages of Time study?
21. What are the objectives of Master Production Schedule?
22. Explain the concept of statistical quality control.
23. Discribe the steps in constructing Ishikawa diagram.

(Ceiling: 35 Marks)

Part C (Essay questions)

Answer any *two* questions. Each question carries 10 marks.

24. Define operations management. Explain the characteristics of operations management.
25. What is product selection? Explain the procedure involved in product selection.
26. What is capacity planning? Discuss the different methods of capacity planning.
27. What is Material requirement planning? Explain the inputs and outputs of MRP.

(2 × 10 = 20 Marks)
