

15U663

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Name:

Reg. No.....

SIXTH SEMESTER B.B.A. DEGREE EXAMINATION, MARCH 2018

(CUCBCSS - UG)

CC15U BB6 B12 - OPERATIONS MANAGEMENT

BBA – Core Course

(2015 Admission)

Time: Three Hours

Maximum: 80 Marks

Part I

Answer *all* questions. Each question carries 1 mark.

1. Which of the following term is used to describe continuous improvement?
 - a) Pareto chart
 - b) Kaizen
 - c) TQM
 - d) None of these
2. The maximum production level achievable in realistic work condition and considering normal machine breakdown, maintenance etc. is
 - a) Design capacity
 - b) Sustainable capacity
 - c) Production capacity
 - d) Effective capacity
3. The type of layout in which the machines of similar type are arranged together at one place
 - a) Product layout
 - b) Process layout
 - c) Group layout
 - d) Hybrid layout
4. The study that examines the way a task is done
 - a) Fatigue study
 - b) Time study
 - c) Method study
 - d) None of these
5. The production method used to produce or process any products in groups
 - a) Batch production
 - b) Mass production
 - c) Assembly line
 - d) None of these

Fill in the blanks:

6. _____ includes daily maintenance activities such as cleaning ,inspecting, oiling etc.
7. The use of internet in conducting business activities is called _____
8. PMTS stands for_____
9. X chart is a content chart used to control _____ quality.
10. _____ is the choice of region and the site for setting up factory of business.

(10 x 1 = 10 Marks)

Part II

Answer any *eight* questions. Each question carries 2 marks.

11. What is dispatching?
12. What is capacity planning?
13. What is preventive maintenance?
14. Define Quality?
15. What is operations management?
16. Discuss the concept of MRP?
17. What are the main functions of plant layout?
18. What is process design?
19. State the objectives of production control?
20. What is capital budgeting? **(8 x 2 = 16 Marks)**

Part III

Answer any *six* questions. Each question carries 4 marks.

21. What are the phases of production planning and control?
22. Explain the principles of TQM.
23. Discuss the work measurement techniques.
24. Distinguish between manufacturing and non-manufacturing operations.
25. What are the objectives of operations management?
26. What are the merits and demerits of process layout?
27. Explain the various quality control tools.
28. Differentiate between intermittent operations and continuous operations. **(6 x 4 = 24 Marks)**

Part IV

Answer any *two* questions . Each question carries 15 Marks.

29. What is plant layout? What are the factors influencing plant layout?
30. Explain the historical evolution of operations management.
31. What is meant by Quality circles? Discuss its objectives and benefits. **(2 x 15 = 30 Marks)**
