

18U665

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Name:

Reg. No.....

SIXTH SEMESTER B.B.A. DEGREE EXAMINATION, APRIL 2021

(CUCBCSS-UG)

(Regular/Supplementary/Improvement)

CC15U BB6 B12 - OPERATIONS MANAGEMENT

(BBA – Core Course)

(2015 Admission onwards)

Time: Three Hours

Maximum: 80 Marks

PART I (Objective Questions)

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

Choosing the correct answer:

1. Cause and effect diagram is also known as
 - a. Histogram
 - b. Pareto chart
 - c. Scatter diagram
 - d. Fish bone diagram
2. The most frequent item in a distribution
 - a. Mean
 - b. Median
 - c. Mode
 - d. geometric mean
3. This is the fastest and most expensive mode of transport
 - a. Pipeline
 - b. Water transport
 - c. Air transport
 - d. road transport
4. ----- is a combination of process and product layout
 - a. Grid layout
 - b. Service layout
 - c. Cellular layout
 - d. Wholesale layout
5. It decides the path of work and sequence of operations
 - a. Scheduling
 - b. Follow Up
 - c. Routing
 - d. Dispatching

Fill in the blanks:

6. Production is an organized activity of ----- raw materials into useful products.
7. The philosophy of planning and controlling is -----
8. KAIZEN means -----
9. The control chart was developed by -----
10. ----- design deals with conversion of ideas into reality

(10 x 1 = 10 Marks)

PART II (Short answer questions)

Answer any *eight* questions in two or three sentences. Each question carries 2 marks.

11. What is work study?
12. What is capacity planning?
13. What do you meant by maintenance management?
14. What is quality circle?

15. Define an operating system
16. What is plant layout?
17. What is SQC?
18. What is capital budgeting?
19. What is E-Commerce?
20. What is TQM?

(8 x 2 = 16 Marks)

PART III (Short essay questions)

Answer any *six* questions in 200 words. Each question carries 4 marks.

21. State the differences between strategic plan and operations plan
22. Explain fish bone diagram
23. What are the phases of production planning and control?
24. What is Total Quality Management? What are its principles?
25. What is equipment life cycle? What are its benefits?
26. What are the advantages and disadvantages of product layout?
27. Explain the different dimensions of Quality
28. What is Quality circle? What are its characteristics?

(6 x 4 = 24 Marks)

PART IV (Essay questions)

Answer any *two* questions in about 800 words. Each question carries 15 marks.

29. Explain different techniques used in control process.
30. What is production planning and control? Explain its steps
31. What is plant location? What are the factors determining plant location?

(2 x 15 = 30 Marks)
