

19U686S

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Name:

Reg. No:

SIXTH SEMESTER B.B.A. DEGREE EXAMINATION, APRIL 2022

(CUCBCSS-UG)

CC15U BB6 B12 – OPERATIONS MANAGEMENT

(Core Course)

(2015 to 2018 Admissions – Supplementary/Improvement)

Time: Three Hours

Maximum: 80 Marks

Part A

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

1. Production planning and control has phases
 - a. Two
 - b. Three
 - c. Four
 - d. None of these
2. Elimination of waste in the work performance of employee is
 - a. Time study
 - b. Work study
 - c. Work measurement
 - d. Work improvement
3. In which technique is the actual quality examined against the standard
 - a. Quality planning
 - b. Quality control
 - c. Quality assurance
 - d. Quality circles
4. is a business activity that deals with production of goods and services
 - a. Production management
 - b. Financial management
 - c. Operations management
 - d. Marketing management
5. Work measurement is also called
 - a. Motion study
 - b. Work study
 - c. Fatigue study
 - d. None of these
6. Plant layout is a of physical facilities which are used in production.
7. are major tools used in statistical process control
8. KAIZEN means
9. The control chart was developed by
10. Production management is also known as

(10 × 1 = 10 Marks)

Part B

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

11. Define plant layout?
12. What is work study?
13. What are the advantages of quality management in organisation?
14. What is material requirement planning?
15. What is process layout?

16. What is quality?
17. What is meant by material handling?
18. What is EOQ?
19. Define maintenance.
20. Define materials management.

(8 × 2 = 16 Marks)

Part C

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

21. Distinguish between product layout and process layout.
22. What are the types of capacity?
23. Explain fish bone diagram.
24. Explain the characteristics quality cycle.
25. What are the advantages of product layout?
26. What is the scope of operations management?
27. What are the benefits of good quality?
28. What are the duties of production managers?

(6 × 4 = 24 Marks)

Part D

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

29. What are the factors determining plant location?
30. Explain the scope and importance of work measurement?
31. Explain the objectives of operations management?

(2 × 15 = 30 Marks)
