

20U558

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Name: .....

Reg.No: .....

**FIFTH SEMESTER B.B.A. DEGREE EXAMINATION, NOVEMBER 2022**

(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. What do you mean by system?
2. State any three objectives of operations management relating to customer care.
3. What is an interaction of operation management with other functional areas?
4. What is machining process?
5. Mention any three advantages of line lay out.
6. What is crane? What is its use?
7. What is demonstrated capacity?
8. What is capacity bottleneck?
9. What is a preventive maintenance?
10. What is motion study?
11. What is BOM?
12. What is maximum level of stock?
13. What is SDE analysis?
14. What do you mean by Ishkawa diagram?
15. What is Kaizen?

**(Ceiling: 25 Marks)**

**Part B (Paragraph questions)**

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

16. Distinguish between manufacturing and non manufacturing operations.

17. What are the different steps involved in facility location study?
18. State the objectives of plant layout.
19. What are the objectives of work study?
20. What are the factors would you consider to select in an appropriate work measurement method?
21. What are the advantages and disadvantages of MRP?
22. What are the features of quality?
23. What are the advantages of SQC?

**(Ceiling: 35 Marks)**

**Part C (Essay questions)**

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

24. Explain the historical evolution of operations management.
25. What is product selection? Explain the procedure involved in product selection.
26. What is method study? Explain the procedures for conducting method study.
27. What is MPS? What are its objectives and benefits?

**(2 × 10 = 20 Marks)**

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