

Code No: **21BA2T4****I MBA - II Semester - Regular / Supplementary Examinations
JULY 2023****MANUFACTURING AND SERVICES OPERATIONS
MANAGEMENT**

Duration: 3 Hours

Max. Marks: 70

- Note: 1. This question paper contains three Parts-A, Part-B and Part-C.
2. Part-A contains 8 short answer questions. Answer any **Five** Questions.
Each Question carries 2 Marks.
3. Part-B contains 5 essay questions with an internal choice from each unit.
Each Question carries 10 marks.
4. Part-C contains one Case Study for 10 Marks.
5. All parts of Question paper must be answered in one place

BL – Blooms Level

CO – Course Outcome

PART - A

		BL	CO
1. a)	Define Production and Operations Management.	L1	CO1
1. b)	What are the different types of Plant Layout?	L1	CO2
1. c)	Define Productivity.	L1	CO3
1. d)	What are the objectives of stores management?	L1	CO4
1. e)	Define Supply Chain management.	L1	CO5
1. f)	What are the different techniques of Inventory Control?	L1	CO4
1. g)	What are the 5 'S' in six sigma?	L1	CO3
1. h)	What is MRP?	L1	CO2

PART – B

			BL	CO	Max. Marks
<u>UNIT – I</u>					
2.	a)	Explain the nature and scope of Production Management.	L2	CO1	5 M
	b)	Explain CAD and CAM.	L2	CO1	5 M
OR					
3.	a)	Examine the role & responsibilities of a Production Manager.	L1	CO1	5 M
	b)	Explain about the Job shop and Batch shop production processes.	L2	CO1	5 M
<u>UNIT – II</u>					
4.	a)	What are the different stages of PPC?	L1	CO2	5 M
	b)	Explain about CPM & PERT?	L2	CO2	5 M
OR					
5.	a)	What is Plant location? Explain.	L1	CO2	5 M
	b)	Explain about the Fixed Position Layout.	L2	CO2	5 M
<u>UNIT-III</u>					
6.	a)	Explain the basic concepts of Quality.	L2	CO3	5 M
	b)	What are the Deming's 14 principles of quality?	L1	CO3	5 M
OR					
7.	a)	What are the objectives and principles of SIX SIGMA?	L1	CO3	5 M
	b)	What are the stumbling blocks of TQM?	L1	CO3	5 M
<u>UNIT – IV</u>					
8.	a)	Define Inventory. Explain about VED analysis.	L2	CO4	5 M

	b)	What are the advantages and disadvantages of Value Engineering?	L1	CO4	5 M
OR					
9.	a)	What are the objectives of Stores Management?	L1	CO4	5 M
	b)	What are the functions of Purchase Department?	L1	CO4	5 M
<u>UNIT – V</u>					
10.	a)	Explain the nature of Services Management.	L2	CO5	5 M
	b)	Explain the GAP model of service management.	L2	CO5	5 M
OR					
11.	a)	What are the functions of supply chain management?	L1	CO5	5 M
	b)	How do you manage Human resources in Service?	L1	CO5	5 M

PART –C

			BL	CO	Max. Marks
12.		ALPHA industries needs 15,000 units/year of a bought out component which will be used in its main product. The ordering cost is Rs.125 per order and the carrying cost per unit per year is 20% of the purchase price per unit which is Rs.75. Find: i) Economic Order Quantity ii) Number of orders per year and iii) time between successive orders.	L3	CO4	10 M