

Code No: **21BA2T4**

**I MBA - II Semester - Regular Examinations SEPTEMBER - 2022**

**MANUFACTURING AND SERVICES OPERATIONS  
MANAGEMENT**

Duration: 3 Hours

Max. Marks: 70

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- 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
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**PART - A**

5 x 2 = 10 M

1. a) What is the significance of Production Management?  
b) What are the different types of Layout?  
c) What is TQM?  
d) Define Value engineering.  
e) Explain about service quality.  
f) What is inventory?  
g) What is method study?  
h) What is CPM?

**PART - B**

5 x 10 = 50 M

**UNIT - I**

2. a) What are the different types of manufacturing processes?

5 M

b) Define CAD/CAM and give the applications of them. 5 M

OR

3. a) Explain about Product Design. 5 M

b) What are the roles & responsibilities of Production Manager? 5 M

### **UNIT – II**

4. a) Explain the nature of aggregate planning decisions. 5 M

b) What is master production scheduling? Explain with an example. 5 M

OR

5. a) Explain MRP. 5 M

b) Explain about the capacity planning strategies. 5 M

### **UNIT-III**

6. a) Explain the basic concepts of Quality. 5 M

b) Explain Juran's Quality trilogy. 5 M

OR

7. a) Define ISO. What are the objectives of ISO? 5 M

b) Explain the objectives and significance of TQM. 5 M

### **UNIT – IV**

8. a) Define Inventory. Explain about VED analysis. 5 M

b) Explain Value engineering in detail. 5 M

OR

9. a) What are the functions of Purchase Department? 5 M

- b) What is safety stock? What are the benefits of Safety stock? 5 M

**UNIT – V**

10. a) How do you manage human sources in services? 5 M  
 b) Explain service quality GAP model. 5 M

OR

11. a) What are the six components of supply chain management? 5 M  
 b) Explain about the service inventory. 5 M

**PART –C**

10 M

**CASE STUDY**

12. Consider the following problem involving activities from A to J.

ACTIVITY	Immediate Predecessor(s)	Duration (Months)
A	--	1
B	A	4
C	A	2
D	A	2
E	D	3
F	D	3
G	E	2
H	F,G	1
I	C,H	3
J	B	2

- i) Construct CPM Network diagram.
- ii) Determine the critical path.
- iii) Compute total and free floats for non critical activities.