



HCX-161100080302 Seat No. _____

M. B. A. (Sem. II) (B & F) (CBCS) Examination

October / November - 2017

Operations Management

(New Course)

Time : 3 Hours]

[Total Marks : 70

Instruction : All questions carry **equal** marks.

- 1 Define term Operations Management. Difference between service organization v/s manufacturing organization.

OR

- 1 What is the use of measures for operational excellence ? Explain with the help of a few measures.

- 2 What is meant by the capacity of a facility ? Explain Types of Capacity.

OR

- 2 (a) Discuss issues and challenges faced by operations management.
(b) Explain the relationship between the supply chain structure and supply chain performance.

- 3 Explain various factors to be taken into consideration in deciding the location of an industry.

OR

- 3 (a) What do you understand by plant layout? Explain its main principles.
(b) Distinguish between Long-term functions and short-term functions in operations.

- 4 Define term Inventory Control. Explain techniques of inventory control.

OR

- 4 Enumerate the key benefits that an organization derives by improving the quality of its products and services.

- 5 Write Short Notes : (Any Two)

- (a) Supply Chain Management
- (b) Total Quality Management
- (c) Product Development Process
- (d) Strategy Formulation Process.
