



**NBJ-161100020205**

Seat No. \_\_\_\_\_

**M. B. A. (Sem. II) (CBCS) Examination**

**April / May - 2017**

**Operations Management**

Time : 3 Hours]

[Total Marks : 70

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

- 1 Explain the difference between services and manufacturing operations.

**OR**

- 1 What is Operations Management? Explain the challenges in Operations Management.
- 2 (a) Explain different types of lay outs.  
(b) Write a short note on Bullwhip effect.

**OR**

- 2 (a) Explain different types of plant lay-out.  
(b) Write short-note Total Quality Management.
- 3 Explain in detail different stages in Product development process.

**OR**

- 3 What is the role of Information technology in Supply Chain Management? Explain with suitable example.
- 4 (a) Explain different types of inventory.  
(b) Explain jumbled flow systems.

**OR**

- 4 (a) Explain in detail the steps involved in strategy formulation process.  
(b) Write a short note on business process re-engineering.

- 5 What are the various functions of operations management?  
How they are linked to the other departments of the organization?

**OR**

- 5 Write short notes : (any **two**)
- (1) JIT
  - (2) Learning curve effect
  - (3) Capacity utilization.
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