(4)

(c) Time between each order

(d) Total minimum inventory cost at EOQ.

9. What is the purpose of statistical quality control (SQC)? Explain some techniques used for product control and process control.   5+5

A   (Printed Pages 4)

Roll No. _____

MS-3174

B.B.A. (Semester-IV) Examination, 2015
OPERATIONS MANAGEMENT
(BBA-405)

Time Allowed : Three Hours]   *[Maximum Marks :70*

Note : Answer five questions in all. Question No.1 is compulsory. In addition attempt one question from each unit.

1. Explain the following in brief : $3 \times 10 = 30$

    (a) Cellular Manufacturing Layout

    (b) Transformation Process

    (c) Labour productivity ratio

    (d) Preventive maintenance Vs. Corrective maintenance

    (e) Flow Process Chart

    (f) Material handling equipments

    (g) Importance of Materials Management

(h) Pareto Principle

(i) Safety stock

(j) Productivity measurement and improvement.

Unit-I

2. What is 'operations management'? What Characteristics of service firms distinguish them from manufacturing firms? How these characteristics influence the role of operations management? 3+4+3=10

3. Differentiate between various types of production systems with the help of suitable examples. 10

Unit-II

4. What is 'product design'? Explain it in the context of new product development. How is it linked with process design? 10

5. Enumerate the various factors that influence the decision of plant location. Explain the im-

pact of globalization in adjudging the choice of appropriate location. 7+3

Unit-III

6. Explain the importance of Production Planning and Control (PPC) in operations management. What are the types of PPC systems used in organisations? 5+5

7. (a) Distinguish between 'method study' and 'work measurement'. 7

   (b) Discuss atleast three applications of work study. 3

Unit-IV

8. A company has an annual demand of 1,00,000 units. The ordering cost is Rs.180 per order. The unit cost of item is Rs.20 per unit while the inventory carrying cost is 20% per annum. Find. $4 \times 2.5 = 10$

   (a) EOQ

   (b) Optimum no. of orders per year.