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Total No. of Questions: 10

Total No. of Pages: 02

MBA/MBA(IB) (Sem. 2)
PRODUCTION AND OPERATION MANAGEMENT
Subject Code: MBA-202
Paper ID: C0247

Time: 3 Hrs.

Max. Marks: 60

INSTRUCTIONS TO CANDIDATES:

1. Attempt any FOUR questions from Section A. Each question carries FIVE marks.
2. There are FOUR SUB-SECTIONS Attempt any ONE question from each SUB-SECTION. Each question carries EIGHT marks
3. SECTION C is COMPULSORY carries EIGHT marks. Analyze the facts given in the case and answer the given questions.

SECTION A

1.

- a) Define operations management. Explain the responsibilities of operations managers.
- b) Write a note on product design and development process
- c) What do you mean by layout? Explain process/functional layout
- d) What is quality management? Explain Juran's Quality trilogy.
- e) Write a detailed note on acceptance sampling.
- f) Describe the basic EOQ model of inventory management.

SECTION B

SUBSECTION I

2. Explain the transformation process model. Briefly describe the contributions of Deming.
3. What are job type production systems? Compare them with mass production systems.

SUBSECTION II

4. What is production planning? Explain its objectives and functions.
5. Why is capacity planning important for a firm? Explain the factors affecting capacity planning.

SUBSECTION III

6. Explain statistical quality control in detail.
7. Describe the tools and techniques for quality improvement.

SUBSECTION IV

8. What do you mean by inventory management? Describe the classification of inventory.
9. Explain the functions and methods of purchasing management

SECTION C

10. Mahindra and Mahindra hired, Prof. Yasutoshi Washio, a Japanese expert, to implement Deming guidelines in the company. Prof. Yasutoshi Washio was skeptical about the Indian companies and workers. He felt that the Indian companies are more like the American companies, which feel that results are important. On the other hand, for the Japanese, the process is more important. Moreover, he had serious doubts about the attitude of the Indians workers with respect to a team work - a Deming prerequisite - as he felt that Indians were individualistic. In the initial few years of interaction with the management of FES, Washio found himself isolated due to disagreements on various fronts. Washio has major difficulties in making most of the Indian companies understand the importance of implementation over creating a perfect framework.

Question:

- i. What steps could Prof Washio followed to develop a team to implement Deming Guidelines?