Roll No. ☐☐☐☐☐☐☐☐☐☐☐☐ **Total No. of Pages : 03**

Total No. of Questions : 17

MBA / MBA (IB) (Sem.–2)

PRODUCTION AND OPERATIONS MANAGEMENT

Subject Code : MBA-205-18

M.Code : 76157

Date of Examination : 28-11-2023

Time : 3 Hrs. **Max. Marks : 60**

INSTRUCTIONS TO CANDIDATES :

1. **SECTION-A contains EIGHT questions carrying TWO marks each and students has to attempt ALL questions.**
2. **SECTION-B consists of FOUR Subsections : Units-I, II, III & IV. Each Subsection contains TWO questions each carrying EIGHT marks each and student has to attempt any ONE question from each Subsection.**
3. **SECTION-C is COMPULSORY and consist of ONE Case Study carrying TWELVE marks.**

SECTION-A

Write briefly :

1. State any three objectives of operation management.
2. ABC Analysis.
3. Virtual Factory Concept.
4. Batch Production.
5. Limitations of Average and Range Control charts.
6. What is Quality Improvement?
7. Work Study.
8. Discuss in brief various Capacity Planning decisions.

SECTION -B

UNIT-I

9. In what ways an MNC (Multinational Company) takes the decision regarding the location for industrial set up? Explain it in detail with the help of suitable examples.

10. Discuss in detail the responsibilities of Operations Manager.

UNIT-II

11. Discuss in brief the meaning and importance of Production Planning and Control.

12. Mention the different factors to be considered while making selection about the layout for the new organization.

UNIT-III

13. Explain the six sigma strategy. Also, discuss its applications.

14. "*Acceptance sampling is a better way of quality control than inspection*" Discuss.

UNIT-IV

15. What are the requirements for Just in Time implementation? Also, describe the benefits of JIT production process.

16. What is Inventory Management? Discuss its objectives in detail.

SECTION-C

17. **Solve the following case study:**

Collaborative efforts of management and workers of Cool Appliance's Benton Harbor plant in Michigan, helped in achieving productivity gains which benefitted the company, stockholders, customers and the workers. There was transition from poor productivity, poor quality and poor labor-management relations of late 1990s. When it became evident that this will result into closure of plant, management and labour worked together. They achieved more productivity with same amount of resources, by emphasizing on quality and not volume, sharing gain with workers through productivity-linked rewards, overhauling of manufacturing process and improving quality. Due to improvement in quality, productivity improved and lower rework costs, overall costs went down. Operational efficiency improved due to lower inventory cost and lower investment in spare parts. Through productivity gains, and improvement of quality, company could control final prices of their products and invest in R&D as well.

Questions **:**

a. What were the two key things that Cool Appliance's management did to achieve productivity gains?

b. Who has been benefitted from the productivity gains?

c. How are productivity and quality related?

d. How can a company afford to pay it workers for productivity gains?

NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.