

SIXTH SEMESTER B.Com./B.B.A. DEGREE EXAMINATION, MARCH 2021

(CUCBCSS—UG)

B.B.A.

BBA VIB 12—OPERATIONS MANAGEMENT

Time : Three Hours

Maximum : 80 Marks

Section A (Objective Questions)

*Answer all questions.
Each question carries 1 mark.*

Choose the correct answer :

1. Which of the following is not an objective of operations management ?
 - a) To reduce product quality.
 - b) To reduce cost of production.
 - c) Material cost control.
 - d) None of these.
2. Which of the following is not the objective of plant layout ?
 - a) Streamline the flow of materials through the plant.
 - b) Facilitate the manufacturing process.
 - c) Enhance materials handling cost.
 - d) None of these.
3. Which of the following is not a principle of TQM ?
 - a) Customer focus.
 - b) Continuous improvement.
 - c) Team approach.
 - d) Producer focus.
4. Which one of the following is not an objective of maintenance management ?
 - a) To reduce breakdown of machineries.
 - b) To keep the machines and other facilities in a bad condition.
 - c) To keep the plant in good working condition.
 - d) All of these.
5. A college divided on the basis of various departments is an example of which layout
 - a) Process layout.
 - b) Product layout.
 - c) Cellular layout.
 - d) Fixed layout.

Turn over

Fill in the blanks :

6. _____ involves systematically recording, analysing and synthesizing the times required to perform a motion.
7. _____ is a set of beliefs that underlines the need for the organisation to improve its operations continuously and consistently over its life time.
8. _____ charts show the process trend as time progresses.
9. _____ is an inventory system that is computer based and used to manage the manufacturing process.
10. Work study is an important technique to achieve increased _____.

(10 × 1 = 10 marks)

Section B (Short Answer Questions)

*Answer at least five questions.
Each question carries 4 marks.
All questions can be attended.
Overall Ceiling 20.*

11. Define Operations Management.
12. What is plant location ?
13. Define statistical quality control.
14. Define material handling.
15. What is plant layout ?
16. What is method study ?
17. What is assembly line layout ?
18. What is descriptive statistics ?
19. What are the consequences of poor quality ?
20. Define work study.

(5 × 4 = 20 marks)

Section C (Short Essay Questions)

*Answer at least four questions.
Each question carries 8 marks.
All questions can be attended.
Overall Ceiling 32.*

21. What are the objectives of operations management ?
22. State the different methods of capacity planning.
23. What are the objectives of maintenance ?

24. What are the benefits of good quality ?
25. What are the phases of production planning and control ?
26. What are the merits of process layout ?
27. Discuss the importance of operation control.
28. What are the objectives of material requirement planning ?

(4 × 8 = 32 marks)

Section D (Essay Questions)

*Answer any **one** question.
The question carries 18 marks.*

29. What is production planning ? What are the objectives of production planning ?
30. What is total quality management ? Explain the principles and benefits of total quality management.
31. Explain the factors affecting plant location decisions.

(1 × 18 = 18 marks)