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(Pages : 2)

Name.....

Reg. No.....

**FIFTH SEMESTER (CBCSS—UG) DEGREE EXAMINATION  
NOVEMBER 2024**

B.B.A.

BBA 5B 09—OPERATIONS MANAGEMENT

(2019 Admission onwards)

Time : Two Hours and a Half

Maximum : 80 Marks

**Section A***Answer all questions.*

1. What is Operations Management ?
2. What is TQM ?
3. What is Supply Chain Management ?
4. What is Product ?
5. What is Plant Layout ?
6. What is MPS ?
7. What is Safety stock ?
8. What is Pareto diagram ?
9. What is PLC ?
10. Explain Scheduling ?
11. What do you mean by capacity utilisation ?
12. What is Plant location ?
13. Define Re-order level ?

**Turn over**

14. Explain the utility of Range charts ?
15. What is statistical quality control ?

(15 × 2 = 30, maximum ceiling 25 marks)

### Section B

*Answer all questions.*

16. Explain the key areas of Operations Management ?
17. Explain TQM ?
18. Explain the factors determining plant location ?
19. Write short notes on :
  - (a) Inventory costs.
  - (b) JIT.
20. Discuss the difference between Time and Motion study ?
21. Write a note on loading and routing ?
22. Explain Various costs of quality.
23. Explain statistical quality control ?

(8 × 5 = 40, maximum ceiling 35 marks)

### Section C

*Answer any two questions.*

24. Explain different kinds of layouts ?
25. Discuss MRP and its elements ?
26. Explain the concept of quality control in Operations management ?
27. Discuss the different functions of Operations Management and also its relationship with other functional areas in an organisation ?

(2 × 10 = 20 marks)