

SIXTH SEMESTER B.B.A. DEGREE EXAMINATION, MARCH 2019**(CUCBCSS)****B.B.A.****BBA VI B 12—OPERATIONS MANAGEMENT****Time : Three Hours****Maximum : 80 Marks****Part I (Objective Questions)***Answer all ten questions.*

Choose the correct answer :

1. _____ is the business function that plans, organises, co-ordinates, and controls the resources needed to produce a company's goods and services.
 - (a) Operations management.
 - (b) Production management.
 - (c) Marketing management.
 - (d) Financial management.
2. _____ is the arrangement of machines, work areas and service areas within a factory.
 - (a) Product design.
 - (b) Plant layout.
 - (c) Process design.
 - (d) Capacity planning.
3. _____ deals with the techniques to ensure the best possible use of human, machine and material resources in carrying out a specific activity.
 - (a) Ergonomics.
 - (b) Work study.
 - (c) QFD.
 - (d) None of the above.
4. _____ precedes the examine step of the method study.
 - (a) Develop.
 - (b) Install.
 - (c) Record.
 - (d) Maintain.
5. Production planning and control has _____ phases.
 - (a) Two.
 - (b) Three.
 - (c) Four.
 - (d) None of the above.

Turn over

Fill in the blanks :

6. Service oriented industries are located near _____.
7. MRP means _____.
8. R chart is a control chart used to control a _____ quality.
9. _____ charts show the process trend as time progresses.
10. _____ lay out will have more material handling cost.

(10 × 1 = 10 marks)

Part II (Short Answer Questions)

Answer any **eight** out of the ten questions in two **or** three sentences.

11. Define Operations Management.
12. What is plant layout ?
13. What is quality planning ?
14. Define Maintenance.
15. What is product layout ?
16. What are the advantages of quality management in organisation ?
17. What is process layout ?
18. Define Capacity.
19. Define Material Handling.
20. What do you mean by Work Study ?

(8 × 2 = 16 marks)

Part III (Short Essay Questions)

Answer any **six** out of the eight questions in about 200 words.

21. Explain the basic features of operation.
22. What are the objectives of good layout ?
23. What are the merits of functional layout ?
24. State the different methods of capacity planning.

25. What are the advantages of material requirement planning ?
26. What are the main objectives of corrective maintenance ?
27. What are the benefits of good quality ?
28. What are the merits of assembly layout ?

(6 × 4 = 24 marks)

Part IV (Essay Questions)

*Answer any **two** out of the three questions in about 800 words.*

29. What is plant location ? What are the factors determining the plant location ?
30. What do you mean by work measurement ? Examine the scope and importance of work measurement.
31. What is maintenance management ? What are the types of maintenance ?

(2 × 15 = 30 marks)