

**FIFTH SEMESTER UG DEGREE EXAMINATION, NOVEMBER 2022****(Regular/Improvement/Supplementary)****BBA****GBBA5B09T: OPERATIONS MANAGEMENT****Time: 2 ½ Hours****Maximum Marks: 80****SECTION A: Answer the following questions. Each carries 2 marks.****(Ceiling 25 Marks)**

1. What do you mean by the term 'Operations'?
2. What are manufacturing operations?
3. Give an example for a non-manufacturing operation.
4. What do you mean by the term 'Process Layout'?
5. Briefly mention the importance of material handling.
6. What do you mean by Work study?
7. Define maintenance management.
8. What is time study?
9. Define Inventory management.
10. What is EOQ?
11. Define Quality.
12. What are control charts?
13. What do you mean by an X-Chart?
14. What is a Histogram?
15. What is an R-Chart?

**SECTION B: Answer the following questions. Each carries 5 marks.****(Ceiling 35 Marks)**

16. Briefly explain the scope of Operations management.
17. Explain the role of infrastructure in determining the plant location.
18. What are the important work measurement techniques?
19. Briefly explain the importance of having a proper plant layout.
20. What is the relevance of a Master Production Schedule?
21. Explain any one of the inventory classifications models.
22. What is the importance of having a quality circle in an organization?
23. Briefly Explain Ishikawa Diagram.

**(PTO)**

**SECTION C: Answer any 2 question. Each carries 10 marks.**

24. How does operations management interact and influences other functional areas of a business?
25. What do you mean by assembly line balancing? Explain the advantages of assembly line balancing.
26. What do you mean by Capacity? Critically evaluate the role of capacity planning in the successful operation of a business.
27. Critically evaluate the role of MRP in improving product quality and customer relationship.

**(2 x 10 = 20 Marks)**