D5BSM2301 **Reg. No.....**

Name: .....

FIFTH SEMESTER UG DEGREE EXAMINATION, NOVEMBER 2025
(Regular/Improvement/Supplementary)
BSM
GBSM5B11T: OPERATIONS MANAGEMENT IN SPORTS - II

Time: 2 ½ Hours **Maximum Marks: 80**

SECTION A: Answer the following questions. Each carries *two* marks.
(Ceiling 25 marks)

1. What is store management?
2. Define store design and layout.
3. Prepare a retail store opening checklist.
4. What is a Baggage Counter?
5. What is CPM?
6. How does TQM improve profitability?
7. Comment on quality assurance.
8. Write different types of projects.
9. Explain the term TQM.
10. What are the points to be considered while displaying merchandise?
11. What are the Guidelines for Housekeeping?
12. Comment on project appraisal.
13. What is Shoplifting?
14. List out Six Sigma principles.
15. How do you properly manage Employees in Retail Stores?

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

16. Explain about the Return policy and procedure in a retail store.
17. How do you handle Counterfeit Currencies in a store?
18. Explain about the Crashing of a Project.
19. Discuss the importance of competitive analysis.
20. Write a short note on Total Quality Management.
21. What are Quality Circles? Discuss its characteristics.
22. Differentiate between pilferage and shoplifting.
23. What do you understand about store disciplinary policy for employees?

SECTION C: Answer any two questions. Each carries *ten* marks.

24. Explain in detail about CPM and PERT.
25. Discuss in detail about ISO registration, requirements, perspectives and benefits of ISO Registration.
26. What are the concepts of Distribution Centre? Discuss the activities of Distribution Centers.
27. Define Project and Project Management. Explain about the Life Cycle of a Project.

(2 × 10 = 20 Marks)