

D6BBA1801 (S2)

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Reg. No.....

Name:

SIXTH SEMESTER UG DEGREE EXAMINATION, APRIL 2023**(Supplementary - 2018 Admission)****BBA****ABBA6B12T: OPERATIONS MANAGEMENT****Time: 3 Hours****Maximum Marks: 80****PART I: Answer all the questions. Each carries 1 mark.**

1. _____ is the process of selection of path, which each part of the product will follow.
A) Routing B) Scheduling C) Follow-Up D) Despatching
2. If input decreases while output remains constant, what will happen to productivity?
A) It will increase B) It will decrease C) will remains the same D) None of the above
3. The moving assembly line was developed by _____.
A) Henry Ford B) Elton Mayo C) F.W. Taylor D) Clark Gable
4. Which of the following is not a principle of TQM?
A) Customer focus B) Continuous improvement C) Team approach D) Black marketing
5. Which of the following is not an input in the production system?
A) Men B) Money C) Methods D) Competition

Fill in the Blanks.

6. _____ is concerned with planning the details of the methods required to perform each operation.
7. _____ developed the Quality Control Charts.
8. _____ is a technology concerned with the application of mechanical, electronic, and computer-based systems to operate and control production.
9. Recording of time spent by a worker on a different job is called _____.
10. _____ is the Japanese concept of continuous improvement in all things.

(10 × 1 = 10 Marks)**PART II: Answer any *eight* questions. Each carries *two* marks.**

11. What is 'Six Sigma'?
12. Define 'Quality Circle'.
13. Distinguish between 'Goods' and 'Services'.
14. Mention any two objectives of Inventory Management.
15. What is 'Statistical Quality Control'?

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16. State the basic difference between Method Study and Work Measurement.
17. Distinguish between Process Layout and Product Layout.
18. What is meant by 'Capacity Planning'?
19. Define 'Quality Control'.
20. Give the meaning of 'Safety Stock'.

(8 × 2 = 16 Marks)

PART III: Answer any six questions. Each carries four marks.

21. Define Operations Management. State its importance.
22. Analyse the elements of Production Control.
23. Briefly account for the different types of maintenance.
24. Identify the salient principles of TQM.
25. Enumerate the different principles in Materials Handling.
26. Trace the important objectives of Quality Control.
27. Point out the characteristics of Batch Production.
28. Pick out the limitations in Production planning and control.

(6 × 4 = 24 Marks)

PART IV: Answer any two questions. Each carries fifteen marks.

29. Describe in detail the factors affecting Plant location.
30. Showcase the different steps in Operation Planning and Control.
31. Elaborate on the scope and objectives of Operations Management.

(2 × 15 = 30 Marks)