

Code : 302402

## BBA 4th Semester Exam., 2016

PRODUCTION AND OPERATIONS  
MANAGEMENT

Time : 3 hours

Full Marks : 60

## Instructions :

- (i) The questions are of equal value.
- (ii) There are **SEVEN** questions in this paper.
- (iii) Attempt **FIVE** questions in all.
- (iv) Question Nos. 1 and 2 are compulsory.

1. Choose the correct option of the following (any six) :

- (a) One advantage of Just-In-Time(JIT) management of stocks is
- (i) it reduces the need to plan and organize
  - (ii) it removes the need for delivery quality control
  - ~~(iii)~~ it reduces the costs of holding stock within the factory
  - (iv) it works very well with competitive tendering

- (b) A firm is capital intensive if
- (i) it is based in the capital cities of the countries it operates in
  - (ii) it has borrowed a lot of capital from the bank
  - ~~(iii)~~ it has a high proportion of fixed costs in its cost structure, rather than variable costs
  - (iv) it has a very steep total cost line on its break-even chart

- (c) 'Kaisen' is
- ~~(i)~~ a word meaning 'continuous improvement'
  - (ii) a method of stock control
  - (iii) a modern way of operating a production line
  - (iv) another word for quality circles
- (d) Which one of the following would not generally be considered an aspect of operations management?
- (i) Work methods
  - ~~(ii)~~ Secure financial resources
  - (iii) Maintain quality
  - (iv) Product or service design
  - (v) Manage inventories

(e) Which one is not generally considered to be an advantage of using models for decision making?

(i) Providing a systematic approach to problem solving

☒ (ii) Emphasizing quantitative information

(iii) Providing an exact representation of reality

(iv) Enabling managers to answer 'what if' questions

☒ (v) Requiring users to be specific about objectives

(f) Which came last in the development of manufacturing techniques?

(i) Lean production

(ii) Division of labor

(iii) Mass production

(iv) Craft production

(v) Interchangeable parts

(g) Which one of the following statements accurately captures a current trend in operations?

(i) There is increased focus on local markets and local competition

(ii) Jobs are increasingly specialized as workers' focus on basic assembly tasks

(iii) Products and services are designed more quickly and by teams

(iv) Cost competition is more important than any other basis for competition

(h) Increases in productivity are difficult to achieve if

(i) the task is more good producing and standardized

(ii) the task is more intellectual and personal

(iii) the task is more physical and tangible

(iv) the task is more quantitative and repetitive

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- (i) What technique deals with the problem of supplying sufficient facilities to production lines or individuals that require uneven service?

- (i) Supply demand theory
- (ii) PERT
- (iii) Inventory theory
- (iv) Queuing theory

- (j) What are the two basic types of production systems?

- (i) Automated and manual
- (ii) Intermittent and non-intermittent process
- (iii) Normal and continuous process
- ~~(iv) Continuous process and batch~~

2. Answer any *three* of the following :

- ~~(a)~~ Explain the role and responsibilities of an operations manager within an organization.
- ~~(b)~~ Explain with an appropriate example, how a materials requirement planning (MRP) system works.
- ~~(c)~~ Briefly describe the problems faced by manager in managing a project
- (d) State and explain the various factors affecting job design
- (e) What are the locations analysis techniques?

( Turn Over )

Answer any *three* of the following :

- ~~3.~~ Discuss the benefits and challenges associated with the implementation of an MRP system.
- ~~4.~~ Explain the different stages in product life cycle and the accompanying characteristics important to manufacturing process technology.
- 5. Highlight the overall goals of TPM and its contribution to quality.
- ~~6.~~ Explain how the PPC (Production, Planning and Control) department works in manufacturing organizations. What are its functions?
- 7. Define quality concepts. What are the differences among inspection, quality control and quality assurance?

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