

Code : 302402

BBA 4th Semester Exam., 2019

**PRODUCTION AND OPERATIONS
MANAGEMENT**

Time : 3 hours

Full Marks : 60

Instructions :

- (i) The marks are indicated in the right-hand margin.
- (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 answer (any six) : 2×6=12

- (a) What term describes a vertical expansion of job duties in order to give the worker more responsibility?
 - (i) Job enlargement
 - (ii) Job rotation
 - (iii) Job enrichment
 - (iv) Job design
- (b) 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

(Turn Over)

- (c) What type of process would a paper mill be most likely to use?
 - (i) Continuous flow
 - (ii) Project
 - (iii) Job shop
 - (iv) Flow shop
- (d) What technique deals with the problem of supplying sufficient facilities to production lines or individuals that requires uneven service?
 - (i) Supply-demand theory
 - (ii) PERT
 - (iii) Inventory theory
 - (iv) Queuing theory
- (e) A manufacturer has been receiving excessive numbers of defective standard machine parts from a vendor on a regular basis. What is the most effective way to design a formal inspection system for incoming parts?
 - (i) Queuing analysis
 - (ii) Time series analysis
 - (iii) Statistical quality control
 - (iv) Regression analysis

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(Continued)

- (f) A set of simultaneous equations that has more variables than constraints has
- (i) no solution
 - (ii) an infinite number of solutions
 - (iii) a finite solution
 - (iv) an infinite solution
- (g) In a PERT/CPM network, computing the critical path requires
- (i) determining the total project duration
 - (ii) assigning the earliest finish time for an activity as the earliest start time for the next
 - (iii) that the latest finishing time for an activity not delay the overall project beyond initial expectation
 - (iv) a sophisticated and complex computer program
- (h) At the completion of the forward and backward passes, the slack for an activity is given by the
- (i) difference between early start and early finish
 - (ii) difference between early start and latest finish
 - (iii) difference between latest start and early finish
 - (iv) amount of idle labour on the critical path

(Turn Over)

- (i) What type of control chart is used to monitor the number of defects per unit?
- (i) *p*-chart
 - (ii) *R*-chart
 - (iii) *c*-chart
 - (iv) \bar{x} -chart
- (j) A project has three paths : A—B—C has a length of 25 days. A—D—C has a length of 15 days. A—E—C has a length of 20 days. Which of the following statements is correct?
- (i) A—D—C is the critical path
 - (ii) A—B—C has the most slack
 - (iii) The expected duration of the project is 25 days
 - (iv) The expected duration of this project is 60 days

2. Short answer-type questions (any three) :
4×3=12

- (a) What do you understand by production and operation management?

- (b) Describe various stages involved in satisfying a customer's need. Which of these stages forms a part of production and operation management?
- (c) What do you understand by just in time manufacturing?
- (d) Bring out comparison between product layout and process layout.
- (e) What is quality assurance? Discuss the nature of inspection.

Long answer-type questions :

- 3. What are the basic production planning problems? In the context of production planning and control, explain the function of routing, scheduling, dispatching and follow up? 12
- 4. (a) "Quality can't be inspected in a product it must be built in a product."
Comment.
- (b) TQM focuses on 'Satisfy the customer first, last and always'. Explain. 12

- 5. What is operation research? Account for the growing importance of production management and operational strategies in business decisions.
- 6. What is ISO? Explain procedure. Discuss incremental vs. breakthrough improvement.
- 7. Discuss Kan ban production system. Define TPM.

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