MBA.II/05.16.0395 Reg. No.

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MBA (FT) / MBA (IB) / MBA (TT) DEGREE II SEMESTER EXAMINATION MAY 2016

SMS 2203 / SMI 2203 / SMT 2203 OPERATIONS MANAGEMENT

(Supplementary – 2012 and 2013 Admissions)

Time: 3 Hours Maximum Marks: 50

PART A

(Answer ***ALL*** questions)

(5 × 2 = 10)

1. 'Process involved in manufacturing and service operations are different'. Elucidate.
2. Enumerate major types of factory layouts. Which layout is used in ship building process?
3. Enunciate the major types of maintenance.
4. Distinguish between MRP-I and MRP-II.
5. What is OC curve? What are the two types of risks revealed by the OC curve?

PART B

(Answer ***ANY FIVE*** questions)

(5 × 4 = 20)

6. Explain operations strategy helps to develop the corporate strategy.
7. Discuss Delphi technique. Explain the procedure involved in it.
8. What is aggregate planning? Discuss pure strategy and mixed strategy.
9. Discuss the concepts of JIT and SCM.
10. Each unit of product M is made of two units of N and three units of P. Each unit of N is made of two units of R and four units of S. Each unit of R is made up of one unit of S and three units of T. Each unit of P is made of two units of T and 4 units of U. For producing 100 units of M, how many units of each component are required?
11. Briefly explain the concept of ISO quality standards and its significance.
12. Explain the cost of quality and discuss the nature of various costs related to quality.

PART C

(Answer ***ANY TWO*** questions)

(2 ×10 = 20)

13. A specific forecasting model was used to forecast demand for a product. The forecasts and the demand that subsequently occurred are shown below: (5+3+2=10)

Month	Actual Demand (Units)	Forecasted Demand (Units)
October 2013	700	660
November 2013	760	840
December 2013	780	750
January 2014	790	835
February 2014	850	910
March 2014	950	890

Calculate MAD (Mean Absolute Deviation) and Bias. Interpret each.

(P.T.O.)

14. M/s. Excel Sweets (P) Ltd. uses 120 paper boxes each day and the company operates 360 days a year. These boxes cost ₹5 per dozen, ordering costs are ₹250 per order and carrying (holding) costs are 50 percent of the item cost. (5+5=10)

(i) Find the EOQ, if the delivery is instantaneous.

(ii) As per the present policy, the paper boxes are ordered every 30 days. Now, relate the current ordering quantity with the optimal order quantity, and the current total costs with the optimal total costs. Give you comments and suggest the strategy for superior performance of the company.

15. What is TQM? Discuss (i) Elements of TQM (ii) Tools of TQM. (4+3+3=10)

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