



MBA(IB).III/11. 967

**MBA (INTERNATIONAL BUSINESS) DEGREE III SEMESTER EXAMINATION
NOVEMBER 2011**

SMI 2301 OPERATIONS MANAGEMENT

Time : 3 Hours

Maximum Marks: 50

- I. A. (a) Differentiate between production and operation. (5)
(b) What are the functions of operations management? (5)
OR
- B. (a) Explain process planning with an example. (5)
(b) Differentiate between process and capacity planning. (5)
- II. A. (a) What are the elements of TQM? (4)
(b) Explain quality standards of ISO 9000. (6)
OR
- B. (a) Write briefly on different control charts. (6)
(b) Name different sampling methods. (4)
- III. A. (a) Explain steps of location selection. (5)
(b) What are the types of layouts? (5)
OR
- B. (a) Explain charts used in method study. (5)
(b) Explain elements of standard time. (5)
- IV. A. (a) Derive EOQ formula. (5)
(b) What are the elements of safety stock? (5)
OR
- B. (a) Explain the procedure of MRP. (5)
(b) Why JIT is not popular in India? (5)
- V. A. (a) What are the elements of PPC? (5)
(b) What is aggregate planning? (5)
OR
- B. (a) Explain the components of SCM. (5)
(b) What are different types of maintenances? (5)