Reg. No.

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# MBA (PT) DEGREE IV SEMESTER EXAMINATION MAY 2016

### SMP 2402 OPERATIONS MANAGEMENT
*(Regular - 2014 onwards)*

Time: 3 Hours

Maximum Marks: 50

## PART A
### (Answer *ALL* questions)

(5 × 2 = 10)

1. What are the decision areas in operations management.
2. Enumerate the major factors influencing facility location decisions.
3. Discuss very briefly the tools of TQM.
4. What do you mean by lean management?
5. Distinguish between MRP-I and MRP-II.

## PART B
### (Answer *ANY FIVE* questions)

(5 × 4 = 20)

6. Explain how operations strategy helps to develop the corporate strategy.

7. Write a note on process and capacity analysis.

8. What is aggregate planning? Discuss its significance in operations management.

9. Explain the concept of bathtub curve.

10. Explain the concept, types and use of control charts.

11. Briefly explain the concept of ISO quality standards and its significance.

12. Discuss the OC curve with a diagram and explain the two types of risks,

(P.T.O.)

## 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:    (10)

| Month | Actual demand (Units) | Forecasted demand (Units) |
|---|---|---|
| October 2013 | 700 | 660 |
| November 2013 | 600 | 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.

14.    Explain the concept of cost of quality and the nature of various quality costs with a diagram.    (10)

15.  (a)  Explain the concept of SCM and its significance in operations management.    (6)
     (b)  Discuss the significance and relevance of maintenance management.    (4)

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