MBA.II/04.17.0454 Reg. No. | | | | | | | | | |

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MBA (TT)/MBA (IB) DEGREE II SEMESTER EXAMINATION APRIL 2017

SMT 2203/SMI 2203 OPERATIONS MANAGEMENT

(Supplementary – 2014 Onwards)

Time: 3 Hours Maximum Marks: 50

PART A

(Answer ***ALL*** questions)

(5 × 2 = 10)

1. Write a brief note on Systems approach to Operations Management.
2. 'Design considerations for a manufacturing system and service system are different'. Comment on the statement and substantiate your stand point.
3. Discuss very briefly the concept of OC curve with the help of a diagram.
4. What you mean by Lean Manufacturing? Is it the same as JIT production?
5. Briefly explain the different types of Maintenance.

PART B

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

(5 × 4 = 20)

6. Discuss the scope of Operations management. Enumerate its decision areas.
7. Write a note on Capacity Analysis.
8. Briefly discuss the major types of Layout.
9. Describe the various factors influencing Facility location decisions.
10. Write a note on Cost of Quality with a diagram.
11. What do you mean by MRP?
    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?
12. Explain the concept of Aggregate Planning.

(P.T.O.)

PART C

(Answer *ANY TWO* questions)

(2 × 10 = 20)

13. What is TQM? Discuss its relevance and significance in today's business. (10)

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

Month	Actual Demand (Units)	Forecasted Demand (Units)
October 2016	700	660
November 2016	760	840
December 2016	780	750
January 2017	790	835
February 2017	850	910
March 2017	950	890

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

15. M/s. Sweet Candies Ltd. uses 100 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. Relate the current ordering quantity with the optimal order quaintly, and the current total costs with the optimal total cost. Give your comments. Suggest the strategy for better performance of the company.

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