

Code: BA2T4

**I MBA-II Semester–Regular/ Supplementary Examinations - July 2017**

## **PRODUCTION AND OPERATIONS MANAGEMENT**

Duration: 3 hours

Max. Marks: 70 M

### **SECTION-A**

**1. Answer any FIVE of the following:**

**5 x 2 = 10 M**

- a) Define CAD/CAM.
- b) Explain the term Value Analysis.
- c) Write a short note on Facilities Management.
- d) Describe Aggregate Planning.
- e) What is Shop Loading?
- f) In brief, explain the term Scheduling.
- g) Discuss Work Sampling.
- h) Define Total Quality Management.

### **SECTION – B**

**Answer the following:**

**5 x 10 = 50 M**

2. a) Define Production and Operation Management and enumerate the various functions.

**OR**

b) Describe in detail the process of product design and development.

3. a) Explain the term Demand and describe the various demand forecasting techniques.

OR

b) Write a detailed note on the layout design and the steps involved in product layout optimization.

4. a) What are the different line balancing techniques used in production and operation management?

OR

b) Define and distinguish among PERT and CPM.

5. a) Briefly describe the steps involved in method study procedure.

OR

b) Define the term productivity and various ways of improving it.

6. a) What is quality assurance and distinguish between quality inspection and control?

OR

b) How do you design acceptance sampling plans?

### **SECTION – C**

#### **7. Case Study**

**1 x 10 = 10 M**

ABC Company recently entered into international business to expand their activities in automobile component field. The company recently discovered that the costs due to shipment of defective items had risen to an alarming level. To correct the situation, they decided to implement a TQM program. Previously,

all inspection was done by workers on their own work. Because of the lack of formal education in total quality management (TQM) for the present employees and managers, it was decided to form a team of recent college graduates for TQM program. The team thus formed was given the responsibility of reducing the percentage of defective items being produced to half the present level in three months.

Problems, however, began to crop up immediately; conflicts arose between the team of TQM and the workers. Some of the older employees felt that they were being insulted whenever a quality problem was traced to their work. The resentment often resulted in their work deteriorating further instead of improving.

Monitoring the reports after the third month showed that the quality level actually worsened. Management felt that they had introduced the TQM program improperly.

### Discussion Questions

- A) What errors do you feel ABC Company made in the implementation of TQM program?
- B) What remedial actions would you improve the present situation?