

No. of Printed Pages : 2

MMPO–003

**MASTER OF BUSINESS
ADMINISTRATION (MBA)**

Term-End Examination

December, 2023

MMPO–003 : OPERATIONS MANAGEMENT

Time : 3 Hours

Maximum Marks : 100

Weightage : 70%

Note : (i) Answer any **five** questions.

(ii) Each question carries 20 marks.

1. What do you mean by a systems view of operations management ? Explain with suitable examples using Input-Process-Output model.
2. What is an operations strategy ? Explain the steps involved in the operations strategy formulation process.
3. What are the various types of processes ? Explain job shop and batch processes with suitable examples.

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4. What is an Aggregate Production Planning (APP) ? What are the Aggregate Planning strategies ? Discuss with suitable examples.
5. What are the seven tools of Statistical Quality Control (SQC) ? Explain.
6. What is Preventive Maintenance (PM) ? What are the objectives of Preventive Maintenance ? Discuss the merits and demerits of Preventive Maintenance.
7. Write short notes on any *four* of the following :
 - (i) Triple bottom line
 - (ii) Computerized Relative Allocation of Facilities Technique (CRAFT)
 - (iii) Applications of Demand Forecasting Operations Management
 - (iv) Bill of Materials (BoM)
 - (v) Control Charts for Variables