Management Programme (MP) /Post Graduate Diploma in Operations Management (PGDOM)

ASSIGNMENT
For
January 2024 and July 2024 Sessions

MS - 53: Production/Operations Management

**(Last date of submission for January 2024 session is 30th April, 2024
and for July 2024 sessions is 31st October, 2024)**

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THE PEOPLE'S UNIVERSITY

School of Management Studies
INDIRA GANDHI NATIONAL OPEN UNIVERSITY
MAIDAN GARHI, NEW DELHI – 110 068

ASSIGNMENT

Course Code	:	**MS - 53**
Course Title	:	**Production/Operations Management**
Assignment Code	:	**MS - 53/TMA/JAN/2024**
Coverage	:	**All Blocks**

Note: Attempt all the questions and submit this assignment to the Coordinator of your study centre. Last date of submission for January 2024 session is 30th April, 2024 and for July 2024 session is 31st October, 2024.

1. What is Quality Function Deployment? How can the customer's voice be translated into a product's design specification by employing QFD? Explain with suitable examples.

2. What is demand forecasting in Operations Management? What are the various types of forecasting methods that you have studied in this course? Discuss the Delphi study as a forecasting tool. Explain the guidelines, its advantages and disadvantages of Delphi. Suggest some variants.

3. What do you mean by dependent demand and independent demand? What are the key attributes of a dependent demand item? Explain with one example each from manufacturing and service organizations.

4. What is Value Chain Analysis, and what are its main elements? Describe the CAD and CAM systems in Operations Management. Can they be integrated? If so, give details of how it works.

5. What is work measurement? Explain various work measurement techniques.