

**MANAGEMENT PROGRAMME**

**Term-End Examination**

**December, 2013**

**MS-53 : PRODUCTION OPERATIONS  
MANAGEMENT**

*Time : 3 hours*

*Maximum Marks : 100*

*(Weightage 70%)*

---

*Note : Answer **any four** questions. All question carry equal marks.*

---

1. Elaborate your understanding about production/ operations management from systems viewpoint regarding its characteristics, control and design.
2. (a) Define Total Quality Management (TQM). Discuss the evolution of quality management systems  
(b) What do you mean by " Organised Problem Solving" in the context of quality management.
3. (a) Discuss how time horizon of forecast is related to the level of decision. Give examples from various functional areas of management.  
(b) What are the main classes of quantitative models for forecasting? Discuss exponential smoothing method.

4. (a) Define capacity planning. Discuss the process of determining of capacity requirement.
  - (b) What is an integrated manufacturing information system. Draw a detail flow diagram for an automobile(two wheeler) manufacturing unit.
  5. (a) Define aggregate planning. Explain its differences with scheduling. Discuss the various steps to be followed for aggregate planning.
  - (b) Why an organisation should try to rate its vendors? Discuss various vendor rating techniques.
  6. Write short notes on **any four** of the following:
    - (a) Material Requirement Planning (MRP)
    - (b) Just-In-Time(JIT) Manufacturing
    - (c) Total Productive Maintenance
    - (d) Role of Computers in operations Management
    - (e) Work Measurement
    - (f) Group Technology
-