

**MASTER OF BUSINESS ADMINISTRATION
(MBACN)**

Term-End Examination

December, 2012

**MCN-012 : OPERATIONS AND SUPPLY CHAIN
MANAGEMENT**

Time : 3 hours

Maximum Marks : 100

Note : Attempt any five questions. All questions carry equal marks.

1. What is Quality Assurance ? Discuss the need for controlling quality of goods and services. 20
2. Discuss single sampling plan and double sampling plan. Distinguish between 100% inspection and acceptance sampling. 20
3. Why is the waiting line model important for Operations Manager ? Discuss with the help of some examples of waiting line applications. 20
4. What are the factors involved in ERP implementation ? What should be done to avoid failure in ERP implementation ? 20

5. Define the terms 'Project', Project Management' and 'Project Life cycle'. Describe the various phases in a 'Project Life cycle'. 20
6. Define the term safety stock, reverse stock, and buffer stock with the help of diagram and also explain the terms minimum stock level, maximum stock level, reorder level and lead time. Why safety stock is maintained ? 20
7. (a) Explain the concept of JIT. How does it help the Operations Manager in improving the productivity ? 10
- (b) Explain the Delphi method. What are the common measures of forecast error ? Explain. 10
8. What are the essential differences in the supply chain management of Products Vs Services ? Discuss the applications of supply chain management principles in Financial services. 20
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