

00453

**MASTER OF BUSINESS ADMINISTRATION  
(MBAEV)**

**Term-End Examination**

**December, 2012**

**MCN-045 : OPERATIONS MANAGEMENT**

*Time : 3 hours*

*Maximum Marks : 100*

*Note : Attempt any five questions.*

1. (a) What are the current issues in operation management ? 10  
(b) Describe development in Operation Management. 10
2. (a) How will you develop a framework for operation strategy in a manufacturing concern? 10  
(b) What are the typical performance measures for quality, speed of delivery and flexibility ? 10
3. (a) Describe the generic product development process. How does the process changes for 'technology-push' products ? 10  
(b) State in your words what Little's Law means ? Describe an example that you have observed where Little's Law applies. 10

4. (a) Describe different type of process flow structures in detail. 10
- (b) What is the key difference between Systematic Layout Planning (SLP) and Computerized Relative Allocation of Facilities Technique (CRAFT) ? 10
5. (a) Could a service firm use a production-line approach of self-service design and still keep a high customer focus (personal attention) ? Explain and support your answer with example. 10
- (b) Distinguish between a channel and a phase. 10
6. (a) Describe analytical tools for Six Sigma and continuous improvement. 10
- (b) What is capacity balance ? Why is it hard to achieve ? What methods are used to deal with capacity imbalance ? 10
7. (a) Distinguish between in-process inventory, safety stock inventory, and seasonal inventory. 10
- (b) Discuss the importance of the master production schedule in an MRP system. 10
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