

MANAGEMENT PROGRAMME

Term-End Examination

December, 2014

**MS-53 : PRODUCTION OPERATIONS
MANAGEMENT**

00611

Time : 3 hours

Maximum Marks : 100

(Weightage 70%)

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

1. (a) Elaborate systems view of operations management, and discuss factors of production.
(b) One process of translating the voice of the customer into design specification is known as Quality Function Deployment. Explain this process with the help of figure and example.
2. (a) Explain the underlining principles of ISO 9000. Discuss its utility.
(b) What is demand forecasting ? Why is it required by organisations ?
3. (a) Under what conditions, will you recommend qualitative method of forecasting ?
(b) Discuss factors that are considered during plant size decision.

4. (a) Name three major techniques of work measurement. Explain any one of them with the help of an example.
(b) Explain major characteristics of "Just in Time Systems". Use appropriate examples.
 5. (a) Why is scheduling and sequencing important for operations management ? Discuss.
(b) Explain the Kanban System with the help of suitable example.
 6. (a) Why is inventory required in any manufacturing organisation ? State assumptions for EOQ formula.
(b) Discuss major objectives of Material Requirement Planning. Differentiate this from MRP - II.
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