

MANAGEMENT PROGRAMME

Term-End Examination

December, 2015

**MS-53 : PRODUCTION / OPERATIONS
MANAGEMENT**

00701

Time : 3 hours

Maximum Marks : 100

(Weightage 70%)

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- Note :** (i) *Answer any four questions.*
(ii) *All questions carry equal marks.*
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1. (a) Discuss Quality Functional Deployment (QFD) giving suitable example.
(b) Explain Seven Quality Control tools as used for Problem Solving and Process Improvement.
2. (a) Explain the concept and process of Delphi techniques.
(b) Discuss the cross impact theory of Gordon and Hayward with the help of a diagram.
3. (a) Briefly describe the Procedure for the Time Study. Why is it so important to maintain the time standards ? Explain.
(b) Explain Cross Functional System and Operational Planning. Discuss potential benefits in improving Management Information System (MIS).

4. (a) Explain various dimensions of production capacity.
(b) Discuss the concept of KANBAN. What are the factors contributing toward JIT success ?

 5. (a) What are the major objectives of Inventory Control ? Develop the relations for economical lot size, when there is shortage and zero lead time.
(b) Why stockout cost of Inventory are difficult to determine ? Suggest an appropriate approach to determine such costs.

 6. (a) Discuss classification of Process Technology with a figure.
(b) Explain the concept of advanced MRP type system as used in modern industry.
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