

01825

**MANAGEMENT PROGRAMME**

**Term-End Examination**

**June, 2018**

**MS-053 : PRODUCTION/OPERATIONS  
MANAGEMENT**

*Time : 3 hours*

*Maximum Marks : 100*

*(Weightage 70%)*

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*Note : (i) Attempt any four questions.*

*(ii) All questions carry equal marks.*

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1. (a) What activities are involved in the operations function ? How does operations interacts with other functional area ?  
(b) Briefly discuss the concept of core competencies in your own words. List core competencies of the Delhi Metro Rail Corporation.
  
2. (a) More companies probably fail at implementing quality management programs than succeeds. Discuss the reason why a quality management program might fail.  
(b) Discuss how sustainability issues are related to quality issues in a company ?

3. (a) Forecasting is an uncertain process yet an important one. Discuss the strategic role of forecasting in operations management.
  - (b) Discuss briefly how does qualitative forecasting differ from quantitative forecasting.
  4. (a) Differentiate between a push and a pull production system.
  - (b) What are the objectives, inputs and outputs of an MRP system? Discuss in brief.
  5. (a) Why is a scheduling job so difficult? Discuss in brief.
  - (b) Discuss the situation in which product and process layouts are used. Give example of organisations that have predominantly either product, process or fixed position layout.
  6. (a) Discuss advantages and disadvantages of using part time workers, subcontracting work, and building up inventory as strategies for meeting the demand.
  - (b) Machines cannot operate continuously without some attention. Explain the role of total productive maintenance.
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