MS-53

MANAGEMENT PROGRAMME

Term-End Examination

June, 2015

MS-53 : PRODUCTION OPERATIONS MANAGEMENT

00290

Time : 3 hours *Maximum Marks : 100*

(Weightage 70%)

Note : *Attempt **any four** questions. **All** questions carry* ***equal** marks.*

1. (a) Define operations management. Give systems view of production operations for any service organisation.
    (b) Explain some upcoming issues of production systems.

2. (a) Why are seven Q.C. tools important for process improvement. Explain each one of them briefly.
    (b) ISO - 9000 is important for Indian companies, why ? What help will it give to organisations ? Discuss.

3. (a) Why is forecasting important for operations management ? Differentiate qualitative types of techniques from quantitative types of techniques of forecasting.
    (b) What is Delphi ? Explain advantages of using Delphi.

4. (a) Elaborate different factors involved in selecting a suitable forecasting method.

   (b) Give steps involved in planning and preparing the process layout.

5. (a) Differentiate time study from work sampling. Discuss steps required for conducting work sampling.

   (b) Why is assembly line important in mass production ? Explain with the help of suitable example the balancing of assembly lines.

6. (a) Explain Computer Aided Process Planning (CAPP).

   (b) Explain characteristics of Total Preventive Maintenance (TPM). Why is it a preferred technique ?