

**MASTER OF BUSINESS ADMINISTRATION  
(NETWORK INFRASTRUCTURE  
MANAGEMENT)  
(MBANIM)**

**Term-End Examination**

**December, 2011**

**MCR - 005 : OPERATIONS MANAGEMENT**

*Time : 3 hours*

*Maximum Marks : 100*

**Note : Attempt any five questions and all carry equal marks.**

1. (a) Explain the role of an Operations Manager 10  
in managing a Retail showroom.
- (b) Write a brief note on Operations 10  
Management in agriculture section in India.
2. (a) Explain the steps to be followed for 10  
designing a new course by a Management  
Institute.
- (b) Explain the concept of simultaneous 10  
engineering.
3. (a) Distinguish between product focussed and 10  
process focussed.

(b) What are the factors to be kept in mind while designing a new process ? **10**

4. (a) Compare the following : **10**

(i) Forward and Backward Scheduling

(ii) Push and Pull Approach

(b) A car repair centre has received following five cars which have to go through outside cleaning followed by inside cleaning : **10**

Car	External Cleaning Time	Internal Cleaning Time
A	2.6	3.2
B	3.5	2.9
C	5.4	3.8
D	4.9	6.8
E	4.0	2.7

Using Johnson's rule find the sequence in which the jobs should be taken up.

5. (a) In a time study conducted to determine the labour standard, the observed time was 2.1 minutes. Through the experience, it is known that performance rating is 110% and an allowance of 15% has to be provided then what is the labour standard time. **10**

- (b) Explain the concept of Learning Curve. 10  
What are the main application areas of the Learning Curve.
6. (a) You have been appointed Quality Management Consultant by an ITES organisation. Guide them that how you will implement ISO 9000. 10
- (b) What are the various dimensions of quality for a Bank Branch ? 10
7. Write short notes on the following : 20
- (a) MRP-I and MRP-II
- (b) ABC and VED classifications
- (c) Lot sizing
- (d) P and Q Methods of Inventory costing
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