

**ADVANCED DIPLOMA IN AIRPORT  
OPERATION MANAGEMENT (ADAOM)**

**Term-End Examination**

**June, 2011**

**MAV-012 : OPERATIONS MANAGEMENT  
CONCEPTS**

*Time : 3 hours*

*Maximum Marks : 100*

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*Note : Answer **any four** questions of **section-A** and **any three** questions of **section-B**.*

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**SECTION - A**

*Write short notes on **any four** of the following with some examples. All questions carry **equal** marks. **4x10=40***

1. Criteria for selecting a location for an airport. 10
2. Therblings 10
3. Importance of work place arrangements 10
4. Learning curves. 10
5. Impact of poor quality 10
6. ABC analysis in materials management. 10

## SECTION - B

*Answer any three questions. All questions carry equal marks.* **3x20=60**

7. Explain the facilities and services essentially required in an airport. 20
  
  8. Discuss - Quality circles in an industry. 20
  
  9. What is work study and its benefits ? 20
  
  10. Explain productivity and productivity improvement techniques in an industry. 20
  
  11. What are the objectives of Air Traffic Services ? 20
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