

00784

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

Term-End Examination

June, 2011

MCR - 005 : OPERATIONS MANAGEMENT

Time : 3 hours

Maximum Marks : 100

Note : Attempt any five questions. All questions carry equal marks.

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1. (a) Explain the concept of operations Management. **10**
 - (b) Explain the important issues in transformation. Take a Hotel. Explain the conversions taking place in line with a Hotel's objectives. **10**
 2. (a) Explain the new product development process. **10**
 - (b) Explain the following terms. **10**
 - (i) Concurrent Engineering
 - (ii) Design for Manufacturability,
 - (iii) Reverse Engineering.

3. (a) Compare product and process types of layouts giving examples of each type. **10**
- (b) What are the considerations to be kept in mind while locating a manufacturing facility for television ? **10**

4. (a) Discuss various types of service operations giving example of each type. **10**
- (b) There are six jobs and two work centres. Each job has to go through WC-I and WC-II in that order the estimated processing times are as given below. **10**

Job	WC-I (Hours)	WC-II (Hours)
A	1.5	0.5
B	4.00	1.00
C	0.75	2.25
D	1.00	3.00
E	2.00	4.00
F	1.80	2.20

- (i) Find the sequence of operations as per Johnsons rule.
- (ii) What will be the time taken to process all Jobs ?
- (iii) What will be the idle time on each machine ?

5. (a) A path in a projects's PERT Network has these activities time estimates in days. **10**

activities	Optimistic Time to	Pessimistic Time (tp)	Most likely Time ^(tm)
a	8	13	11
b	10	14	12
k	15	17	15
I	13	20	15

Compute the mean path duration and the path variance.

- (b) Explain the difference between GNATT, CPM and PERT. **10**
6. (a) As purchase manager you have been asked to select suppliers for purchase of computers for your factory. What are the considerations you will keep in mind while selecting the supplier ? **10**
- (b) Explain the following terms. **10**
- (i) MRP-I and MRP-II
 - (ii) LOT sizeing
 - (iii) ABC Analysis
 - (iv) Inventory Related Costs.

7. (a) In a manufacturing operation, the percentage *defective* average 2.5% and sample size is 200. **10**
- (i) Compute the centre line for p chart.
 - (ii) Compute the *3 σ* control limits for the chart.
 - (iii) Plot the recent data collected from daily sample and decide if the operation is in control. No. of defectives per sample : 2,9,7,5,0,3,8,7,2.
- (b) Explain the concept of standardisation and variety reduction with examples. **10**
8. (a) What is value Analysis ? How is it different from value Engineering ? **10**
- (b) Explain Different types of maintenance in a manufacturing organisation. **10**
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