

00528

**MASTER OF BUSINESS ADMINISTRATION
(MBAEV)**

Term-End Examination

December, 2013

MCN-045 : OPERATIONS MANAGEMENT

Time : 3 hours

Maximum Marks : 100

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- Note :**
- (i) *Attempt any five questions.*
 - (ii) *Give industry examples and draw appropriate model to support your answer.*
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1. Explain the statement with the help of a suitable example. 20
"Operation managers try to understand, explain, predict and change the transformation process to make it both efficient and effective".
2. Discuss designed-based incrementalism, which is frequent product redesign throughout the product life. What are the pros and cons of the idea ? 20
3. What are the major ways in which services operation differs from manufacturing operation ? How one can improve productivity in service operation ? 20

4. What activities contribute to the cost of caring inventory ? Who are the internal customers of these activities ? 20

5. What role do qualitative tools play in project management ? How can a manager improve project cost management by using project networks ? 20

6. What are aggregate production plans, rather than an Master Production Schedule (MPS), used for strategic planning ? What functions are typically performed by Material Requirement Planning (MRP) planners in companies using MRP systems ? 20

7. What recent changes have caused supply chain management to gain importance ? Explain different steps in developing framework for structuring supplier relationship. 20

8. What is Shop-floor control, and what are its major sub-functions ? Which sequencing rules are applicable to job shop operations ? What are the advantages and disadvantages of each ? 20

