

B.Sc. FOOTWEAR TECHNOLOGY (BSCFWT)

Term-End Examination

December, 2016

00223

**BFWE-016 : PRODUCTION AND OPERATION
MANAGEMENT – II**

Time : 3 hours

Maximum Marks : 70

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

1. What is production and operation management ?
What are the functions of an effective production manager in an industry ? 10

2. What is the role of Production Planning and Control (PPC) ? What are the prerequisites required to make PPC more integrative ? 10

3. Discuss capacity planning. Explain in detail about designed capacity and planned capacity. 10

4. What do you understand about project scheduling ? Differentiate between PERT and CPM. 10

5. What do you understand by the term 'Forecasting' ? Discuss the various forecasting methods by giving suitable examples. 10

 6. What is meant by the term 'Customer' ? How is operation management related to the customer satisfaction ? 10

 7. Discuss about the 'Quality' of a product. How would the manufacturing firm go about improving its competitive position by upgrading the quality of product ? 10

 8. Explain 'Total Productivity Management' (TPM). How is TPM connected with day-to-day operational management ? 10

 9. What are the various strategic actions possible from operation function ? List them and discuss each of them. 10
-