

MANAGEMENT PROGRAMME

Term-End Examination

00685

December, 2016

**MS-53 : PRODUCTION/OPERATIONS
MANAGEMENT**

Time : 3 hours

Maximum Marks : 100

(Weightage : 70%)

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

1. (a) Define operations management. Describe the decision areas of operations management.
- (b) Discuss the ethical and social responsibilities of an operations manager in the current scenario.

2. (a) Define quality. Discuss total quality management in the service sector with an example.
- (b) What is the cost of quality ? How can a university control the quality of its output (that is, its graduates) ? Explain.

3. (a) How are medium and long range forecasts distinguished from short range forecasts ? What is the influence of product life cycle on forecasting ? Give examples.
- (b) Briefly describe the two general forecasting approaches. Give examples of the industries that are affected by seasonality.
4. (a) How is aggregate planning done in the service sector ? Compare MRP with JIT.
- (b) Explain flexible manufacturing system with the help of an example.
5. (a) List the different steps for conducting a time study. Give the disadvantages of time study. What kind of workplace change might you expect from an employee during a time study ?
- (b) Distinguish between design capacity and effective capacity. How are actual and expected output computed ? Discuss.
6. (a) Briefly discuss group technology. What is the difference between Computer Aided Manufacturing (CAM) and Computer Integrated Manufacturing (CIM) ?
- (b) Explain autonomous maintenance with examples.