

00464

MANAGEMENT PROGRAMME

Term-End Examination

December, 2018

**MS-053 : PRODUCTION/OPERATIONS
MANAGEMENT**

Time : 3 hours

Maximum Marks : 100

(Weightage 70%)

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- Note :** (i) *Attempt any four questions.*
(ii) *All questions carry equal marks.*
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1. (a) Richness of the job is measured by multidisciplinary tapestry of the function involved. Justify that operations management is a multidisciplinary function.
(b) With a sound IT system in place, the information flows electronically in an organisation. Evaluate the need of information system for planning, organizing and controlling in operations management.

2. (a) Select a telecom service provider and discuss the dimensions of quality on which customer might evaluate it ?
(b) Discuss the concept of forecasting error.

3. (a) Discuss the importance of operating characteristic curve. Does this help in quality control ? Substantiate your views.
(b) Discuss general procedure for making location decision. Use examples to elaborate.
 4. (a) Explain with the help of example the role of work measurement in work design.
(b) Explain with example the difference between dependent and independent demand.
 5. (a) Describe the output of aggregate planning. When aggregate planning is most useful ? Discuss in brief.
(b) The concept of flexible resources in the form of multifunctional workers and general purpose machines, is recognised as a key element of lean production. Why are flexible resources essential to lean production ?
 6. (a) What are Gantt chart, and why are they used so often ? Discuss in brief.
(b) Explain the six big losses in maintenance. Suggest the methods to reduce/eliminate these losses.
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