

00683

**EXECUTIVE MBA  
(EXMBA)**

**Term-End Examination  
June, 2012**

**MCT-060 : OPERATIONS MANAGEMENT**

*Time : 3 hours*

*Maximum Marks : 100*

*Note : Attempt any five questions.*

1. Explain the term "Total Quality Management", 20  
paying particular attention to the following terms:
  - (a) Quality,
  - (b) Supplier - Customer interfaces, and
  - (c) Processes
  
2. Define productivity and discuss the factors that 20  
can affect productivity. Explain the ways in  
which productivity can be improved.
  
3. A firm uses simple exponential smoothing with 20  
 $\alpha = 0.1$  to forecast demand. The forecast for the  
first week of February was 500 units, whereas  
actual demand turned out to be 450 units.
  - (a) Forecast the demand for the second week  
of February.

- (b) Assume that the actual demand during the second week of February turned out to be 505 units. Forecast the demand for the third week of February.
4. What are the major uncertainties encountered in managing inventories and what is usually done to compensate for those uncertainties ? 20
5. Discuss the problems of production planning and control. Explain its need from the system point of view. 20
6. Describe the techniques used for assembly line balancing. 20
7. Discuss the following : 10+10
- (a) Capacity planning for a single-stage-system.
  - (b) Functions of operations management.
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