

00423

**MASTER IN BUSINESS ADMINISTRATION
(FULL TIME PROGRAMME) (MBACN)**

Term-End Examination

June, 2012

**MCN-012 : OPERATIONS AND SUPPLY CHAIN
MANAGEMENT**

Time : 3 hours

Maximum Marks : 100

Note : Attempt any five questions.

1. (a) Justify that the operation management is a multi-disciplinary function. 10+10
(b) Discuss the social issues involved in operation management.

2. Explain why quality should be better by following the TQM concept in a system that depends on final inspection. 20

3. Define facility planning. Discuss the objectives of facility planning. 20

4. Evaluate the need of information system for planning, organising and controlling operations management. 20

5. Explain various supply chain processes for an integrated SCM. Are there any other processes that you can think of ? 20
6. Discuss in detail the waiting line models for service improvement in an organization. 20
7. How can lot sizes and inventories be reduced in a JIT System ? Mention specific approach. 20
8. Discuss the following : 10+10
- (a) Supplier Selection
 - (b) Capacity and Aggregate planning
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