

00802

**MASTER OF BUSINESS ADMINISTRATION
(NETWORK INFRASTRUCTURE
MANAGEMENT)
(MBANIM)**

Term-End Examination

June, 2012

MCR-005 : OPERATIONS MANAGEMENT

Time : 3 hours

Maximum Marks : 100

Note : Answer any five questions. All carry equal marks.

1. (a) How is operations strategy differ from Business strategy ? 10
- (b) How operations management can strengthen country's economy ? Facilitate your answer with the suitable example. 10
2. (a) Suppliers are key to success of an organisation. What factors should be kept in mind while selecting suppliers ? 10
- (b) An Operations Manager is always in two minds - whether to keep inventory or not ? What are the factors which justify either of decisions ? 10

3. (a) Explain the concept of OEE in maintenance of Management. 10
- (b) What are the steps to be followed while conducting Method study for a process in an organisation ? 10
4. (a) Compare and contrast Product, Process and Cellular Layouts. 10
- (b) Discuss the relationship between product and process design by giving examples. 10
5. (a) A fabrication shop has received following five orders. Their processing time and due days are given. 10

	Processing Time days	Due Delivery Days
A	6	9
B	5	7
C	8	10
D	3	6
E	7	7

Using SPT and EDD rules determine segment of jobs.

Which rule is better if we take Average number of jobs in the system ?

- (b) Explain the concept of Aggregate Planning. 10
What are the benefits of carrying out aggregate planning ?
6. (a) Explain the process involved in Job Designing in a service - sector like BPO. 10
- (b) Explain the difference between MPP-I and MRP-II 10
7. Write short notes on *any four* of the following : 20
- (a) LOT Seizing.
- (b) ISO 14000.
- (c) PDCA cycle and KAIZEN.
- (d) Sampling Techniques.
- (e) Just - in - Time.
-