

MASTER OF BUSINESS ADMINISTRATION
(MBAEV)

Term-End Examination

June, 2013

MCN-045 : OPERATIONS MANAGEMENT

Time : 3 hours

Maximum Marks : 100

- Note : (i) Attempt **any five** questions.
(ii) Give Industry examples and Draw appropriate model to support your answer.

1. Define operation management and describe its contribution to the well-being of both the customer and the company. 20
2. Explain how to use the service process matrix to analyze the strategic changes in services operation over time. Discuss the major characteristic of service operation. 20
3. How does inventory contributes to the value adding activities of a firm ? When should inventory be considered a symptom of waste ? Why ? 20
4. Define the TQM concept. Describe the tools of Total Quality Management. 20

5. Why is project management likely to be become more important to manager in the future ? How to resource limitation affect the development and management of a project network ? 20
 6. Why is the Master Production Schedule (MPS) describe as a contract between marketing and manufacturing ? Why is configuration control important in Material Requirement Planning (MRP) system ? 20
 7. What are characteristics of efficient, responsive, risk-hedging, and agile supply chains ? Can a supply chain be both efficient and responsive, Risk-hedging and agile ? Why or why not ? 20
 8. What is the definition of a Job, an order, a production lot, a transfer lot, and flow time ? Why is it important to reduce work-in-process inventory and to reduce queue time ? 20
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