

00420

**M.Sc. FOOTWEAR TECHNOLOGY
(MSCFWT)**

Term-End Examination

June, 2013

**MFW-033 : PRODUCTIVITY AND PRODUCTION
AND OPERATION MANAGEMENT**

Time : 3 hours

Maximum Marks : 70

*Note : Answer **any seven** questions.*

1. Mention situation in (a) banking (b) advertising (c) agriculture (d) hoteliering, where production and operation management is involved. Describe the inputs, outputs, processes and utilities. **10**
2. What are the various strategic actions possible from operation functions ? List them and discuss each of them. **10**
3. How would operation strategy for a service industry be different from manufacturing industry ? Explain with suitable examples. **10**
4. How could a good Management Information System (MIS) contribute to PPC ?
What is the importance of forecasting in Production Planning Control (PPC) ? **10**

5. Can a plant layout principle be applied to forming a layout of an office ? What criteria would you use in designing such a layout ? 10
 6. What do you understand by PERT and CPM ? What are the critical differences between PERT and CPM ? In what way PERT and CPM are improved techniques ? 10
 7. Define the term productivity. What are the different forms of productivity ? Explain the concept of each type of productivity and factors influencing productivity. 10
 8. What do you understand by "Standard time" ? What is its relevance in industry ? How standard time is derived from observed time ? 10
 9. Define forecasting. Name the types of forecasting with their brief account by giving suitable examples. Why is forecasting important ? 10
-