

**MANAGEMENT PROGRAMME**

**(MP)**

**Term-End Examination**

**June, 2020**

**MS-53 : PRODUCTION/OPERATIONS**

**MANAGEMENT**

*Time : 3 Hours*

*Maximum Marks : 100*

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*Note : (i) Attempt any four questions.*

*(ii) All questions carry equal marks.*

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1. (a) Discuss in brief the scope of operations management.

- (b) The Internet has altered the way companies compete in the marketplace. Name *ten* ways that bank compete for customers.
2. (a) List some factors that can affect productivity and some ways that productivity can be improved.
- (b) A proper forecast should fulfill specific requirements. What are some of the consequence of poor forecasts ? Explain.
3. (a) Explain, what quality function deployment is and how can it be useful ?
- (b) Discuss in detail the concept of group technology and its importance in operations management.

4. (a) What are the primary uses of time study information ? Discuss in detail.
- (b) Contrast the meanings of Job enlargement and Job enrichment.
5. (a) Define the term quality as it relates to products and as it relates to services. Discuss the determinants of quality.
- (b) Discuss in detail Type I error and Type II error. Classify each of the following as either a Type I error or a Type II error :
- (i) Putting an innocent person in Jail
  - (ii) Releasing a guilty person from Jail
  - (iii) Eating (or not eating) a cookie on the floor.
  - (iv) Not seeing a doctor as soon as possible after ingesting poison.

6. (a) List the *eight* wastes according to lean philosophy.

(b) Discuss the relationship between preventive maintenance and quality.