

00375

**ADVANCED DIPLOMA IN AIRPORT  
OPERATION MANAGEMENT (ADAOM)**

**Term-End Examination**

**December, 2010**

**MAV-012 : OPERATIONS MANAGEMENT  
CONCEPTS**

*Time : 3 hours*

*Maximum Marks : 100*

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*Note : Answer any four from Section-A and three Questions  
from Section-B.*

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**SECTION - A**

Write short notes on *any four* of the following  
with some examples from Airport operations.

All questions carry equal marks. **4x10=40**

- |    |                         |    |
|----|-------------------------|----|
| 1. | Shift Work Scheduling.  | 10 |
| 2. | Preventive Maintenance. | 10 |
| 3. | Ergonomics              | 10 |
| 4. | Gantt Chart             | 10 |
| 5. | Productivity            | 10 |
| 6. | PERT                    | 10 |

## SECTION - B

Answer *any three* questions.

All questions carry **equal** marks.

**3x20=60**

7. Discuss the factors affecting the development of an Air Space Planning. 20
  8. Influencing factors and advantages of a Plant Layout. 20
  9. Need for quality circles in an Industry 20
  10. Importance of operations management with respect to an Air Port 20
  11. Explain Total Quality Management (TQM) and its benefits to an Industry. 20
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