

00899

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

**Term-End Examination  
December, 2010**

**MCR - 005 : OPERATIONS MANAGEMENT**

*Time : 3 hours*

*Maximum Marks : 100*

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*Note : Attempt any five questions. All questions carry equal marks.*

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1. (a) Explain the transformations approach to Operations Management. 10
- (b) What challenges Operation Managers face in managing processes ? 10
  
2. (a) Describe product Design and Development processes in organisation. 10
- (b) Explain the following terms : 10
  - (i) DFX - Design for 'X'
  - (ii) Engineering Economy
  - (iii) Reverse Engineering

3. (a) Draw a process flow diagram for making a cup of coffee. 10
- (b) State and compare different types of production processes. 10
4. (a) State and justify different factors to be considered while selecting a location for a new Steel Plant. 10
- (b) What is the relative Importance of locational factors with regard to locating ? 10
- (i) Health and Emergency services
- (ii) Heavy Manufacturing
- (iii) Education Institute (School)
5. (a) Compare fixed position and product type of layouts. 10
- (b) Using the information in the following table : 10
- (i) Draw the precedence diagram.
- (ii) Assuming that 55 minutes are productive in one hour, compute the cycle time needed to obtain 50 unites per hour.

(iii) Calculate the utilisation percentage :

Task	Immediate Predecessor	Task Time minutes
a	-	0.9
b	a	0.4
c	b	0.6
d	c	0.2
e	c	0.3
f	d, e	0.4
g	f	0.7
h	g	1.1

6. Write short notes on the following : 20

- (a) Deming Prize
- (b) ISO 9000 Standards
- (c) Costs of Quality
- (d) JIT and Lean Manufacturing

7. (a) A supplier of a automobile component has offered discounts to a car manufacture if the company purchases more than present quantities. Discount structure is as follows : 10

Range of order of Qty	Acquisition Cost
1 - 399	Rs. 2.20
400 - 699	2.00
700 +	1.80

Annual Demand is 10,000 units, Inventory carrying cost is 20% of acquisition cost and ordering cost is Rs. 5.50 per order.

How much quantity should the company order.

- (b) Compare Fixed Order and Fixed Period systems of Inventory Management. **10**
8. Write short notes on *any five* of the following : **20**
- (a) Value Engineering
  - (b) Job Enrichment and Enlargement
  - (c) Learning Curve
  - (d) Seven Types of Waste
  - (e) Standardisation and Codification
  - (f) TPM
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