

(Please write your Exam Roll No.)

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END TERM EXAMINATION

THIRD SEMESTER [BBA] JANUARY 2024

Paper Code: BBA-209

Subject: Production and Operations Management

Time: 3 Hours

Maximum Marks: 75

Note: Attempt five questions in all including Q1. Which is compulsory. All questions carry equal marks.

Q1 Answer **any five** short notes from following:

- (a) ISO 9001
- (b) Benchmarking
- (c) Differentiate between Plant Location and Plant Layout
- (d) List three differences between production and Operation Management
- (e) Poka Yoke
- (f) Six Sigma
- (g) Material Management

Q2 Explore the concept of a production system in the context of business operations. How does it encompass the entire process of converting inputs into outputs?

Q3 Assume it as Production manager; explain the factors influencing Plant location with an example.

Q4 Discuss the steps of purchasing procedure. Also explain the different methods of purchasing.

Q5 Imagine you are the inventory manager for a retail business that sells a popular product with a constant demand rate of 2,000 units per year. The ordering cost per order is \$100, and the carrying cost per unit per year is \$2. Calculate the Economic Order Quantity (EOQ) for this product, and explain how this quantity can help in optimizing the inventory management process. And also explain the concept of EOQ.

Q6 Explain the different quality control Techniques.

Q7 Explore the principles of Total Quality Management. How can TQM be implemented to improve processes, reduce defects, and foster a culture of continuous improvement?

Q8 Discuss the differences between proactive and reactive maintenance approaches. How does a proactive maintenance strategy contribute to minimizing downtime and preventing unexpected failures?

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