END TERM EXAMINATION

FIFTH SEMESTER [BBA] NOV.-DEC. 2018

Paper Code: BBA-305   Subject: Production and Operation Management

Time : 3 Hours   Maximum Marks :75

Note: Attempt any five questions.

Q1   A productive system is defined as the means by which the resource inputs are transformed to create useful goods and services. Given this conceptualization of productive system, diagrammatically represent the productive systems of the following: **(15)**
(a) Hospital   (b) Music concert   (c) Automobile service station
Explicitly mention Inputs – Transformation processes – Outputs in each case.

Q2   Explain the characteristics of Product-Focused productive system and Process-Focused productive system. Give two examples of each type of productive systems.   **(15)**

Q3   Briefly explain the following terms which are associated with the function of quality management-   (15)
(a) Quality at source   (b) Zero defects   (c) Kaizen
(d) Poka-yoke   (e) Robust Design.

Q4   (a) Under what conditions is acceptance sampling appropriate?   **(5)**
(b) Define AQL, α, LTPD and β showing their relationships on a typical OC curve.   **(10)**

Q5   A multinational automobile manufacturing firm decided to establish its car manufacturing plant in India in order to cater to its market in Indian subcontinent and South East Asia. Presently the following locations are under its consideration-
(a) Jam Nagar in Gujarat   (b) Chennai in Tamil Nadu
(c) Kolkata in West Bengal   (d) Gurgaon in Haryana
Analyse all above locations in terms of factors relevant to the business and suggest the best location using factor rating method.   **(15)**
Note: Ensure that identification of factors and their rating specific to each location is realistic and objective.

Q6   Explain inventory management system and discuss the criteria used to evaluate the overall performance of inventory management system. Also, discuss the limitations of basic EOQ model.   **(15)**

Q7   Explain four basic waiting line structures. Give two examples for each type of waiting line structure based on your experience in real life.   **(15)**

Q8   Write short notes on the following:-   **(3x5=15)**
(a)   Line Balancing
(b)   Group Layout
(c)   Control charts for variables

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