

PSG COLLEGE OF ARTS & SCIENCE  
(AUTONOMOUS)

BBA DEGREE EXAMINATION MAY 2023  
(Third Semester)

Branch – BUSINESS ADMINISTRATION / BUSINESS ADMINISTRATION (IS)

**PRODUCTION AND OPERATIONS MANAGEMENT**

Time: Three Hours

Maximum: 50 Marks

**SECTION-A (5 Marks)**

Answer ALL questions

ALL questions carry EQUAL marks

(5 x 1 = 5)

1. Production is the process by which raw materials and other inputs are converted in to.  
(i) Finished product (ii) Services  
(iii) Satisfaction (iv) Loyalty
2. Capacity planning should be solely based on the principle of maximizing the \_\_\_\_ delivered to the customer.  
(i) Facility (ii) Value  
(iii) Comfort (iv) All of the above
3. \_\_\_\_ function of production planning and control determines the starting time and finishing time for each operation.  
(i) Routing (ii) Loading  
(iii) Scheduling (iv) Controlling
4. The material handling device which moves materials between two fixed points is  
(i) Conveyors (ii) Cranes  
(iii) Hoists (iv) Trucks.
5. \_\_\_\_ family is primarily concerned with quality management.  
(i) ISO 9004 (ii) ISO 14000  
(iii) ISO 9000 (iv) ISO 14001

**SECTION - B (15 Marks)**

Answer ALL Questions

ALL Questions Carry EQUAL Marks

(5 x 3 = 15)

6. a. Narrate the objectives of Production management.  
(OR)  
b. Bring out the various types of plant layout.
7. a. Show the various types of capacity planning.  
(OR)  
b. Explain the concept of line balancing.
8. a. Bring out the types of maintenance.  
(OR)  
b. Write short note on a) Method study b) Motion study c) Time study
9. a. State the functions of Materials Management.  
(OR)  
b. Describe the objectives of Store keeping.

Cont...

10. a. List out the types of different control charts for variables.  
(OR)  
b. Why do manufacturing industries need “six sigma”? Elaborate.

**SECTION -C (30 Marks)**

Answer ALL questions

ALL questions carry EQUAL Marks

(5 x 6 = 30)

11. a. Discuss the factors affecting plant location at sub-urban areas.  
(OR)  
b. Examine the principles of plant layout.
12. a. State the factors affecting the make or buy decision.  
(OR)  
b. Explain the procedure for capacity planning in a cement manufacturing factory
13. a. Discuss the various functions of production planning and control.  
(OR)  
b. Enumerate the criteria for selection of Material handling Equipment's.
14. a. Explain the procedure for purchasing.  
(OR)  
b. Discuss the various tools of inventory control.
15. a. Discuss about control chart for attributes.  
(OR)  
b. Explain the procedure for obtaining ISO certification.

Z-Z-Z

END