

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BCom DEGREE EXAMINATION DECEMBER 2023
(Third Semester)

Branch – COMMERCE (COST & MANAGEMENT ACCOUNTING)

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. _____ is concerned with planning, organizing and supervising the design, development, and delivery of products and services.
a) Operations Management b) Strategic Management
c) Systems Management d) Personnel Management.
2. _____ is the process of using predictive analysis of historical data to estimate and predict customers' future demand for a product or service.
a) Supply b) Demand Forecasting
c) Time Study d) Work Study
3. The definition of _____ describes the process of imaging, creating, and iterating products that solve users' problems or address specific needs in a given market.
a) Product Innovation b) New Product Development
c) Product Design d) Product Mix.
4. A _____ inventory system is a management strategy that has a company receive goods as close as possible to when they are actually needed.
a) ABC Analysis b) LIFO c) LIFO d) JIT
5. _____ is maintenance performed on a piece of equipment that has broken down, faulted, or otherwise cannot be operated.
a) Breakdown Maintenance b) TQM
c) Inventory Control d) ISO.

SECTION - B (15 Marks)

Answer ALL Questions

ALL Questions Carry EQUAL Marks (5 x 3 = 15)

6. (a) Explain the objectives of Operations Management.
(OR)
(b) Bring out the differences between Production Management and Operations Management.
7. (a) How many steps are there in forecasting?
(OR)
(b) Show the factors influencing effective capacity.
8. (a) State the types of Process choice.
(OR)
(b) Describe the factors influencing Product Design.
9. (a) Explain the Functions Production Planning Control.
(OR)
(b) Outline about your understanding about Time Study and Work Study.
10. (a) Bring out the tools of Productivity.
(OR)
(b) Show the reason for Break Down Maintenance.

SECTION -C (30 Marks)

Answer ANY THREE questions

ALL questions carry EQUAL Marks (3 x 10 = 30)

11. Analyze the recent trends in Operations Management.
12. Enumerate the objectives of Material Requirements Planning. Also Examine its functions.
13. Elucidate the stages in Product Life Cycle.
14. Discuss about the following: (i) Line Balancing (ii) Lean Operations.
15. Summarize the basic tools of TQM and also explain TQM Certification.