

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

PGDBM DEGREE EXAMINATION DECEMBER 2023
(First Semester)

Branch: PG DIPLOMA IN BUSINESS MANAGEMENT
OPERATIONS MANAGEMENT SYSTEMS

Time: Three Hours

Maximum: 75 Marks

SECTION-A (10 Marks)

Answer ALL questions

ALL questions carry EQUAL marks

(10 × 1 = 10)

Module No.	Question No.	Question	K Level	CO
1	1	In Operations Management, which aspect is unique to services as compared to goods? a) Tangibility b)Perishability c)Standardization d)Inventory management	K1	1
	2	Fixed Position Layout is most suitable for a) Mass production b)Large-scale manufacturing c)Heavy or bulky products d)Intermittent production.	K2	1
2	3	Productivity is typically defined as a) Output divided by input b)Input divided by outputs c)Sales divided by expenses d)Expenses divided by sales	K1	2
	4	Time Study in work study primarily focuses on a) Analyzing and improving the time taken to complete a task b) Studying workplace social dynamics c) Improving communication among employees d) Enhancing employee motivation	K2	2
3	5	In VMI (Vendor-Managed Inventory), who is responsible for monitoring and replenishing inventory at the customer's end? a) The customer b) An independent third-party logistics provider c) The retailer d) The supplier/vendor	K1	3
	6	What is the main purpose of an ERP system? a) Optimizing product designs b) Managing internal and external resources effectively c) Reducing product variety d) Enhancing marketing strategies	K2	3
4	7	Deming's "Plan-Do-Check-Act" (PDCA) cycle is also known as a) Deming's Loop b)Deming's Spiral c)Deming's Wheel d)Deming's Cycle	K1	4
	8	Kaizen primarily focuses on a)Continuous improvement through small, incremental changes b) Dramatic, one-time improvements c) Halting production to analyze processes d) Reducing employee involvement in process improvement	K2	4
5	9	What is the primary focus of Industry 5.0? a) Automation and efficiency b) Human-machine collaboration and cooperation c) Mass production d) Standardization of processes	K1	5
	10	What is the main purpose of CAD in the manufacturing industry? a) To automate the manufacturing process b) To minimize labor costs c) To design and develop products in a virtual environment d) To handle financial transactions	K2	5

Cont...

SECTION - B (35 Marks)

Answer ALL questions

ALL questions carry EQUAL Marks

(5 × 7 = 35)

Module No.	Question No.	Question	K Level	CO
1	11.a.	Demonstrate the core functions in production management with live examples.	K2	1
	(OR)			
	11.b.	Explain the various types of production systems.		
2	12.a.	How does method study contribute to process improvement?	K3	2
	(OR)			
	12.b.	Identify factors should be considered in selecting an appropriate production process?		
3	13.a.	What are some common inventory control techniques used in operations management?	K4	3
	(OR)			
	13.b.	How does production planning differ from production control?		
4	14.a.	“Deming’s quality principle implementation is highly useful to improve the quality of an industry”-Comment.	K4	4
	(OR)			
	14.b.	List down tools for sustaining productivity improvements.		
5	15.a.	Explain in brief about role of automation in service industry. Give an example.	K3	5
	(OR)			
	15.b.	Illustrate application of IoT and its impact of manufacturing industry.		

SECTION -C (30 Marks)

Answer ANY THREE questions

ALL questions carry EQUAL Marks

(3 × 10 = 30)

Module No.	Question No.	Question	K Level	CO
1	16	Enumerate the critical factors influencing the choice of layout in a manufacturing facility.	K2	1
2	17	Differentiate method study and motion study.	K3	2
3	18	Distinguish between MRP-I and MRP-II.	K4	3
4	19	Explain in detail about steps in registration of ISO.	K5	4
5	20	Describe block chain technology in operations.	K3	5

Z-Z-Z

END