

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BBA DEGREE EXAMINATION MAY 2024
(Third Semester)

Common to Branches – BUSINESS ADMINISTRATION / BUSINESS
ADMINISTRATION (INFORMATION SYSTEM)

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 Operations management is applicable
 - (i) mostly to the service sector
 - (ii) to services exclusively
 - (iii) mostly to the manufacturing sector
 - (iv) to manufacturing and service sectors
- 2 In general, Capacity can be expressed in
 - (i) Output measures
 - (ii) Input measures
 - (iii) Both
 - (iv) None of these
- 3 Which type of layout is also called as functional layout?
 - (i) Process
 - (ii) Group
 - (iii) Product
 - (iv) Cellular
- 4 What does ERP stand for?
 - (i) Enterprise research planning
 - (ii) Enterprise resource planning
 - (iii) Enterprise research project
 - (iv) Enterprise reveal planning
- 5 _____ is not a process tools for TQM systems.
 - (i) Process flow analysis
 - (ii) Histogram
 - (iii) Plier
 - (iv) Control charts

SECTION - B (15 Marks)

Answer ALL Questions

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

- 6 a Explain the significance of production management.
OR
b Classify the types of forecasting approaches.
- 7 a Bring out the elements of production system.
OR
b Briefly explain the techniques of work measurement.
- 8 a Describe the importance of plant layout.
OR
b Outline the important considerations for selecting a suitable location.

Cont...

- 9 a How does e-procurement work?
OR
b Narrate the principles of lean operating.
- 10 a How to use benchmarking to improve quality management processes?
OR
b Analyse the advantages of control charts.

SECTION -C (30 Marks)

Answer **ALL** questions

ALL questions carry **EQUAL** Marks

(5 x 6 = 30)

- 11 a Enumerate the responsibilities of a production manager.
OR
b Discuss the relationship of production with other functions.
- 12 a Summarize the factors which influence capacity planning in operations management.
OR
b Elucidate the major objectives of method analysis.
- 13 a Examine the various types of aggregate planning strategy.
OR
b Discuss the several fundamental elements of plant layout.
- 14 a Analyse the advantages and disadvantages of just in time.
OR
b Highlight the process of materials requirement planning.
- 15 a Elucidate the various principles of total quality management.
OR
b Examine the major classification of maintenance management.

Z-Z-Z

END