

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

PGDBM DEGREE EXAMINATION MAY 2025
(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	Which of the following is a primary function of operations management in production? a) Marketing b) Product design c) Production control d) Financial management	K1	CO1
	2	Illustrate the best layout is suited for manufacturing a wide variety of products in small quantities. a) Product layout b) Process layout c) Fixed-position layout d) Cellular layout	K2	CO1
2	3	Which of the following is NOT a phase in the value engineering process? a) Information phase b) Development phase c) Creativity phase d) Evaluation phase	K1	CO2
	4	The study of hand and body movements in the workplace to improve productivity is called a) Ergonomics b) Motion study c) Method study d) Work measurement	K2	CO2
3	5	Which production control technique is used to monitor and ensure that production processes are aligned with the planned schedule? a) Quality control b) Gantt chart c) Six Sigma d) Inventory control	K1	CO3
	6	Interpret the step involves verifying that the goods received match the purchase order. a) Order placement b) Inspection of goods c) Supplier selection d) Contract negotiation	K2	CO3
4	7	What is the main core principles of Total Quality Management (TQM)? a) Limiting supplier relationships b) Customer focus c) Increased profit margins d) Reducing costs	K1	CO4
	8	Illustrate the methodology is commonly used in Six Sigma projects for process improvement. a) DMAIC b) SWOT c) PERT d) PDCA	K2	CO4
5	9	List the following is the first and most well-known application of block chain technology. a) Ethereum b) Bitcoin c) Ripple d) Litecoin	K1	CO5
	10	Interpret the common feature of CAD software that helps in testing the functionality of a design. a) Spell check b) Simulation and analysis tools c) Data entry forms d) Customer feedback integration	K2	CO5

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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.	Make use of the organization decide whether to produce a component in-house or outsource it to a supplier for producing goods and services.	K3	CO1
		(OR)		
	11.b.	Choose the types of production system with suitable examples.		
2	12.a.	Select the types of capacity planning.	K3	CO2
		(OR)		
	12.b.	Identify the steps involved in process planning and value engineering.		
3	13.a.	List the objectives of Production Planning and control.	K4	CO3
		(OR)		
	13.b.	Classify the ERP implementation life – cycle in detail.		
4	14.a.	Examine the fourteen Principles of Edward Deming that are applied in process industries.	K4	CO4
		(OR)		
	14.b.	Analyze the applications of six sigma in pharmaceutical industries.		
5	15.a.	Assess the block chain technology in operation management.	K5	CO5
		(OR)		
	15.b.	Utilize the recent trends of operations management to enhance productivity and sustainability.		

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	Analyze the factors that influence the choice of location for manufacturing facilities with examples.	K4	CO1
2	17	Case Study for Work Study analysis in a Small Garment Manufacturing Company Fashion Fit Ltd. is a small garment manufacturing company that specializes in producing custom-designed shirts and trousers. The company is facing issues with productivity on the shop floor, particularly in the stitching and finishing sections. While the demand for their products is stable, the management has noticed inefficiencies in the production process that lead to missed deadlines, rework, and underutilization of labor. Questions a. Classify the work study method to reduce fatigue of employees in a production plant. b. Inspect the issues of Fashion Fit Ltd.	K4	CO2
3	18	Examine an appropriate inventory control technique practiced in chemical industries.	K4	CO3
4	19	Determine the structure and implementation of quality circle in an automobile industry.	K5	CO4
5	20	Evaluate the concept of Industry 5.0 that enhance human-machine collaboration in manufacturing.	K5	CO5

Z-Z-Z

END