

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

PGDBM DEGREE EXAMINATION DECEMBER 2025
(First Semester)

Branch – DIPLOMA IN BUSINESS MANAGEMENT

BUSINESS OPERATIONS MANAGEMENT

Time: Three Hours

Maximum: 75 Marks

SECTION-A (10 Marks)

Answer ALL questions

ALL questions carry **EQUAL** marks

$$(10 \times 1 = 10)$$

Question No.	Question	K Level	CO
1	The type of layout is most suitable for mass production. a) Process layout b) Product layout c) Fixed position layout d) Cellular layout	K1	CO1
2	Fixed position layout is generally used in _____. a) Automobile assembly b) Clothing production c) Aircraft manufacturing d) Fast food restaurants	K2	CO1
3	A job shop process is most suitable for _____. a) Customized products in small quantity b) Standardized products in high volume c) Mass production of identical items d) Continuous flow of production	K1	CO2
4	Work study is mainly concerned with _____. a) Reducing employee salaries b) Improving efficiency through method and time study c) Advertising product quality d) Monitoring financial accounts	K2	CO2
5	Materials Management is mainly concerned with _____. a) Supervising employees b) Managing flow of materials from purchase to delivery c) Preparing advertisements d) Handling customer complaints	K1	CO3
6	ERP is best defined as _____. a) A system for financial accounting only b) A promotional strategy c) An integrated software system linking all business functions d) A method of plant layout	K2	CO3
7	Quality management in Indian Craft Products under Make in India emphasizes _____. a) Reducing craftsmanship b) Preserving traditional quality while modernizing processes c) Only mass production d) Export restrictions	K1	CO4
8	Poka-Yoke (Error Proofing) is designed to _____. a) Prevent defects in processes b) Increase costs c) Randomize production d) Monitor employee attendance	K2	CO4
9	The wear-out phase of equipment indicates: a) Very few failures b) Increasing failures due to aging c) Random failures d) No failures at all	K1	CO5
10	Human-Machine Collaboration refers to: a) Humans supervising only b) Joint work of humans and machines to improve efficiency and productivity c) Machines replacing humans entirely d) Humans managing marketing campaigns	K2	CO5

Cont...

SECTION - B (35 Marks)Answer **ALL** questions**ALL** questions carry **EQUAL** Marks

(5 × 7 = 35)

Question No.	Question	K Level	CO
11.a.	Define Operations Management and explain its nature and scope in brief.	K2	CO1
	(OR)		
11.b.	Explain the factors influencing location selection for a manufacturing unit.		
12.a.	What is product design? Briefly describe the approaches to product design.	K3	CO2
	(OR)		
12.b.	Differentiate between work study, method study, and motion study.		
13.a.	Summarize the functions of Production Planning and Control.	K3	CO3
	(OR)		
13.b.	Write short notes on: MRP-I and MRP-II.		
14.a.	Interpret Deming's Quality Principles. How can they be implemented?	K4	CO4
	(OR)		
14.b.	Explain briefly the role of IoT in Operations Management.		
15.a.	Highlight the Bathtub Curve in relation to equipment life cycle.	K6	CO5
	(OR)		
15.b.	Differentiate between PERT and CPM.		

SECTION -C (30 Marks)Answer **ANY THREE** questions**ALL** questions carry **EQUAL** Marks

(3 × 10 = 30)

Question No.	Question	K Level	CO
16	Describe the types of plant layouts and explain their suitability for different industries.	K2	CO1
17	Elucidate the Value Engineering. How does it help in reducing cost and improving product quality?	K3	CO2
18	Explain the steps and strategies of aggregate planning with suitable examples.	K5	CO3
19	Discuss the steps in ISO registration. How does certification help companies?	K5	CO4
20	Enumerate the role of Human-Machine Collaboration in Industry 4.0.	K3	CO5

Z-Z-Z

END