

PGDBM DEGREE EXAMINATION MAY 2026
(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 × 1 = 10)

Question No.	Question	K Level	CO
1	A major function of Operations Management is _____. a) Advertising b) Quality control c) Brand management d) Recruitment	K1	CO1
2	Which type of production system produces large varieties in small quantities? a) Job production b) Batch production c) Mass production d) Continuous production	K2	CO1
3	The focus of Value Engineering is on _____. a) Increasing product cost b) Maximizing product value by balancing function and cost c) Eliminating customer needs d) Short-term profit only	K1	CO2
4	A method study is used to _____. a) Identify the best way of doing a job b) Hire skilled workers c) Increase marketing reach d) Expand the business location	K2	CO2
5	A Bill of Materials (BOM) is _____. a) A record of suppliers' addresses b) A detailed list of raw materials, parts, and components needed to make a product c) A cost sheet for annual accounts d) A list of employee wages	K1	CO3
6	Vendor Managed Inventory (VMI) means _____. a) Vendor delivers only raw materials once a year b) Vendor is responsible for managing the customer's inventory levels c) Vendor sets product prices for the company d) Vendor controls company payroll	K2	CO3
7	Deming's Quality Principles focus on: a) Customer satisfaction and continuous improvement b) Reducing employee wages c) Increasing product variety without standards d) Random quality checks	K1	CO4
8	GEMBA walks are primarily conducted to: a) Manage social media campaigns b) Conduct financial audits c) Recruit new employees d) Observe and understand actual work processes	K2	CO4
9	The Bathtub Curve represents _____. a) Cost of production over time b) Equipment failure rate over its life cycle c) Inventory variation over time d) Employee absenteeism	K1	CO5
10	Circular economy supports sustainability by: a) Designing products for durability and recyclability b) Encouraging single-use products c) Ignoring supply chain optimization d) Increasing landfill usage	K2	CO5

Cont...

Answer ALL questions
ALL questions carry EQUAL Marks (5 × 7 = 35)

Question No.	Question	K Level	CO
11.a.	What are the factors affecting plant layout? Illustrate with examples.	K2	CO1
(OR)			
11.b.	Differentiate between Goods and Services in operations management.		
12.a.	Define process selection. Explain the factors influencing the choice of an appropriate process.	K2	CO2
(OR)			
12.b.	Write a short note on the concept of value engineering.		
13.a.	Interpret the different inventory control techniques.	K3	CO3
(OR)			
13.b.	Define ERP. Explain its features and benefits.		
14.a.	Determine Just-In-Time (JIT) and its importance in production.	K4	CO4
(OR)			
14.b.	Summarize Six Sigma. Mention its benefits.		
15.a.	Define Maintenance Management. Why is it needed in organizations?	K6	CO5
(OR)			
15.b.	What is meant by Human–Machine Collaboration? Give two examples from industry.		

SECTION -C (30 Marks)

Answer ANY THREE questions

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

Question No.	Question	K Level	CO
16	Explain the different types of production systems.	K2	CO1
17	Describe the principles of motion study and illustrate how it can minimize wastage of time and effort in a workplace.	K3	CO2
18	Discuss the concept of Vendor Managed Inventory. How does it benefit both supplier and buyer?	K3	CO3
19	Elucidate the importance of GEMBA and Kaizen in continuous improvement.	K4	CO4
20	Explain the steps involved in PERT. How is it useful for project scheduling?	K6	CO5

Z-Z-Z END