

PSG COLLEGE OF ARTS & SCIENCE  
(AUTONOMOUS)

BBA DEGREE EXAMINATION DECEMBER 2019  
(Third Semester)

Branch - BUSINESS ADMINISTRATION

**PRODUCTIONS AND OPERATIONS MANAGEMENT**

Time: Three Hours

Maximum: 75 Marks

**SECTION-A (10 Marks)**

Answer ALL questions

ALL questions carry EQUAL marks (10 x 1 = 10)

- 1 A good layout requires determining \_\_\_\_ .  
(i) Capacity and space requirements (ii) Material handling requirements  
(iii) Environment and aesthetics (iv) Flow of information
- 2 Fixed position layout is also known as .  
(i) Analytical layout (ii) Synthetic layout  
(iii) Static Product Layout (iv) None of these
- 3 Objective of work study is to improve \_\_\_\_ .  
(i) cycle time (ii) Productivity  
(iii) production (iv) all of the above
- 4 The routing function in a production system design is concerned with \_\_\_\_ .  
(i) Manpower utilization (ii) Quality assurance of the product  
(iii) Machine utilisation (iv) Optimising material flow through the  
plant
- 5 Which of the following are activities of corrective maintenance?  
(i) Overhauling (ii) Emergency repairs  
(iii) Modification and improvements (iv) All of the above
- 6 Capacity decisions have a direct influence on performance of production  
system in respect of \_\_\_\_ .  
(i) Delivery performance (ii) Quality control  
(iii) Plant size (iv) Manpower
- 7 Which of the following is not the characteristic of project production?  
(i) continuous flow of material (ii) highly mechanized material handling  
(iii) virtually zero manufacturing cycle time (iv) all of the above
- 8 • A device used for lifting or lowering objects suspended from a hook at the  
end of retractable chains or cable is called \_\_\_\_ .  
(i) Hoist (ii) Jib crane  
(iii) Portable elevator (iv) Chain conveyor
- 9 TQM & ISO both focus on \_\_\_\_ .  
(i) Customer (ii) Employee  
(iii) Supplier (iv) All of the above
- 10 Mid-sized Sigma projects are executed by professional titled as \_\_\_\_ .  
(i) Champion (ii) Green Belt  
(iii) Black Belt (iv) Site champion

Cont...

**SECTION - B (35 Marks)**

Answer **ALL** Questions

**ALL** Questions Carry **EQUAL** Marks (5 x 7 = 35)

- 11 a Differentiate between production and operations management.  
OR  
b Explain the salient principles of plant layout in short.
- 12 a What are the advantages of automation?  
OR  
b Explain the strategic importance of process selection.
- 13 a What are the functions of scheduling in production planning and control?  
OR  
b Explain the need and importance of maintenance.
- 14 a Explain the limitations of material requirement planning.  
OR  
b Write a note on tools and techniques of inventory control.
- 15 a What are the six sigma tools for process improvement?  
OR  
b Explain the/role of business process reengineering in ERP.

**SECTION - C (30 Marks)**

Answer any **THREE** Questions

**ALL** Questions Carry **EQUAL** Marks (3 x 10 = 30)

- 16 Comment on factors influencing plant location in the present era.
- 17 Enumerate the need and importance of capacity planning in modern production oriented organizations.
- 18 Elaborate the criteria for selection of material handling equipment.
- 19 What are the steps involved in scientific purchasing? Explain in detail.
- 20 Briefly discuss any 5 types of ISO certification with its procedures.

Z-Z-Z

END