

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BCom DEGREE EXAMINATION DECEMBER 2019
(Third Semester)

Branch - **COMMERCE (COST AND MANAGEMENT ACCOUNTING)**

OPERATIONS MANAGEMENT -1

Time: Three Hours

Maximum: 75 Marks

SECTION-A (10 Marks)

Answer ALL questions

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

- 1 Which is more frequently used where various inputs are transformed into intangible services?
(i) Financial management (ii) Production management
(iii) Operations management (iv) Human resource management
- 2 This provides of road map for achieving the long-range plan for production
(i) Operations strategies (ii) Operations objectives
(iii) Corporate objectives (iv) Business strategies
- 3 The function which transforms some of the inputs into outputs which are useful for consumers
(i) production function (ii) Service function
(iii) Fabrication (iv) Hospitality function
- 4 The qualitative method of forecasting where each sales person estimates what sales will be in his/her territory is
(i) Judgmental method (ii) Sales force composite method
(iii) Jury of executive opinion (iv) Market research method
- 5 How the pre-determination of manufacturing requirements such as manpower, materials, Machines and manufacturing process is called?
(i) Production control (ii) Production planning
(iii) Financial planning (iv) Inventory control
- 6 The design which is concerned with the form and function of a product
(i) Product design (ii) Process design
(iii) Production design (iv) form design
- 7 Which study helps the management to achieve higher productivity?
(i) Time study (ii) Work study
(iii) Method study (iv) Work maintenance
- 8 Name any one of the following which is used to establish standards
(i) Time study (ii) Work sampling
(iii) Synthetic data (iv) Analytical examination
- 9 What refers to the use of a given capital stock and the average unit of efficiency?
(i) Lay out (ii) Capacity
(iii) Production planning (iv) Production control
- 10 Identify the system of layout, where machines or equipments of the same business are grouped together in a separate department
(i) Process layout (ii) Product layout
(iii) Fixed layout (iv) Mixed layout

Cont...

SECTION - B (35 Marks)

Answer **ALL** Questions

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

- 11 a State the challenges faced by operations manager.
OR
b Bring out the components of operations strategy.
- 12 a Outline the steps involved in the design of a process.
OR
b Mention the factors to be considered in the selection of a forecasting method.
- 13 a Distinguish production planning and production control.
OR
b Highlight the functions involved in production control.
- 14 a Highlight the significance of work study.
OR
b Outline the basic procedure of time study.
- 15 a State the procedure for capacity planning.
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OR
b Narrate the procedure for a plant layout of an enterprise.

SECTION - C (30 Marks)

Answer any **THREE** Questions

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

- 16 Analyze the recent trends in operations management.
- 17 Examine the factors to be considered while designing a manufacturing process.
- 18 Discuss the main functions of production planning and control department.
- 19 Enumerate the benefits of work study.
- 20 Explain the criteria that should be satisfied for an effective plant layout.

Z-Z-Z

END