

PSG COLLEGE OF ARTS & SCIENCE  
(AUTONOMOUS)

BCom DEGREE EXAMINATION DECEMBER 2019  
(Fourth Semester)

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

**OPERATIONS MANAGEMENT - II**

Time : Three Hours

Maximum : 75 Marks

**SECTION-A (20 Marks)**

Answer **ALL** questions

**ALL** questions carry **EQUAL** marks (10 x 2 = 20)

- 1 Define productivity.
- 2 What is R&D?
- 3 State the meaning of Quality circles.
- 4 Give the meaning of TQM.
- 5 What do you mean by obsolescence?
- 6 List the significance of queueing theory.
- 7 Define HRP.
- 8 Mention the methods adopted for HR forecasting.
- 9 What is Materials planning?
- 10 Define Just-in-time system.

**SECTION - B (25 Marks)**

Answer **ALL** Questions

**ALL** Questions Carry **EQUAL** Marks (5 x 5 = 25)

- 11 a Write a note on kinds of productivity.  
OR  
b Explain the role of information technology in technology.
- 12 a Enlist the determinants of quality.  
OR  
b Discuss the benefits of six sigma.
- 13 a Write a note on trends in maintenance.  
OR  
b Enlist the requirements of good preventive maintenance program.
- 14 a Discuss the importance of Human Resource Planning.  
OR  
b Explain barriers of effective HRP.
- 15 a Write a note on material control and materials budget.  
OR  
b State the objectives of materials requirement planning.

**SECTION - C (30 Marks)**

Answer any **THREE** Questions

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

- 16 Explain in detail about factors affecting productivity.
- 17 Elaborate principles of TQM.
- 18 Describe various types of maintenance.
- 19 Elucidate Human Resource Planning process.
- 20 Discuss in detail materials control cycle.