PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)
BCom DEGREE EXAMINATION MAY 2018
(Fourth Semester)

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

OPERATIONS MANAGEMENT - II

Time : Three Hours   Maximum : 75 Marks

SECTION-A (20 Marks)
Answer **ALL** questions
ALL questions carry **EQUAL** marks   (1 0 x 2 = 20)

1   Define productivity.
2   What are the components of information technology?
3   Write the concept of total quality management.
4   What is meant by quality control?
5   Write a note on: Economies of Maintenance.
6   What is meant by queuing theory?
7   State the concept of human resource planning.
8   Write short note on humanresource technique,
9   Define material planning.
10   What is JIT?

SECTION - 3 (25 Marks)
Answer ALL Questions
ALL Questions Carry **EQUAL** Marks (5 x 5 = 25)

11 a Discuss the models of productivnvMeasurement.
                  OR
   b Mention the factors affecting productivity.

12 a Explain the principles of total quality management.
                  OR
   b   Discuss the dimensions of product quality.

13 a State the process of planning and scheduling in maintenance.
                  OR
   b   What are the requirements of a good preventive maintenance program?

14 a Explain the importance of HRP.
                  OR
   b What are the barrier measures for making effective human resource
       planning?

15 a Discuss the factors influencing material planning.
                  OR
   b Write the purpose for preparing materials budgets.

SECTION - C (30 Marks)
Answer any **THREE** Questions
ALL Questions Carry⁷ **EQUAL** Marks (3 x 10 = 30)

16   Enumerate the role of information technology in production.

17   Explain the benefits of six sigma.

18   Discuss the obsolescence & replacement of total productive maintenance.

19   What are the forecasting needs of human resource techniques?

20   Explain the importance of material control.

Z-Z-Z   **END**