PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)
BCom DEGREE EXAMINATION DECEMBER 2018
(Third Semester)

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

OPERATIONS MANAGEMENT -1

Time : Three Hours   Maximum : 75 Marks

SECTION-A 120 Marks)
Answer **ALL** questions
ALL questions carry **EQUAL** marks   (1 0 x 2 = 20)

1   Define operations management.
2   What is business policy decision?
3   Explain the aids of process planning.
4   Differentiate between goods and services.
5   What is production planning?
6   What are the phases of production planning?
7   What is work study?
8   What is PMTS?
9   Define capacity planning.
10   What are the types of layout?

SECTION - B 125 Marks)
Answer **ALL** Questions
ALL Questions Carry **EQUAL** Marks (5 x 5 = 25)

11 a Explain the objectives of operations management.
OR
   b Discuss the strategic development process in operations management.

12 a Enumerate the steps in process design activities in operations management.
OR
   b Why is process analysis and design important for operations management?

13 a What are the scope of production planning?
OR
   b   Discuss the elements of production control.

14 a What are the principles of Motion Study?
OR
   b Explain the benefits of work study.

15 a What are the factors affecting process planning?
OR
   b   Discuss the classification of capacity planning.

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

16   What are the contributions of operations management in business policy decisions?

17   Explain the steps in forecasting.

18   Discuss the requirements of effective production planning and control system.

19   Describe the benefits of motion study.

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