

PSG COLLEGE OF ARTS & SCIENCE  
(AUTONOMOUS)

BCom DEGREE EXAMINATION DECEMBER 2018  
(Fourth Semester)

Branch - COMMERCE (COST & MANAGEMENT ACCOUNTING)

**OPERATIONS MANAGEMENT - II**

Time : Three Hours

Maximum : 75 Marks

**SECTION-A 120 Marks)**

Answer ALL questions

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

- 1 Write any two kinds of Productivity?
- 2 What is meant by Information Technology?
- 3 Write any two benefits of Six Sigma.
- 4 Define Total Quality Management.
- 5 What are the Emerging trends in Maintenance?
- 6 Write the difference between Obsolescence and Replacement.
- 7 Define Human Resource Planning.
- 8 What is Human Resource Flow Model?
- 9 What is Material Planning?
- 10 What is Just in Time system in Material Control?

**SECTION - B 125 Marks)**

Answer ALL Questions

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

- 11 a Briefly explain the models of Productivity measurement.  
OR  
b Bring out the components of Information Technology in Production.
- 12 a Explain the various determinants of Quality.  
OR  
b Explain the basic approaches of TQM.
- 13 a Briefly explain the Control of Maintenance.  
OR  
b Explain the Planning and Controlling of Spare Parts.
- 14 a What are the objectives of Human Resource Planning?  
OR  
b What are the limitations of Human Resource Planning?
- 15 a Explain the significance of Materials Planning.  
OR  
b Bring out the Importance of Material Control.

**SECTION - C (30 Marks)**

Answer any THREE Questions

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

- 16 Briefly explain the factors that affecting productivity.
- 17 Explain the methods of Quality Control.
- 18 What are the requirements of a Good Preventive Maintenance Program?
- 19 Elucidate the forecasting techniques for HR Planning.
- 20 Briefly explain the functions of Materials requirement planning.