

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)
BCom DEGREE EXAMINATION MAY 2019
(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 (10 x 2 = 20)

- 1 What is meant by Productivity?
- 2 Write any two Techniques for Improving Productivity.
- 3 What is meant by Quality Circle?
- 4 What is meant by Quality Control?
- 5 What is called Maintenance?
- 6 Define the term Obsolescence.
- 7 What is meant by Human Resource Planning?
- 8 What is Human Resource flow?
- 9 What is the main purpose of preparing Material Budgets?
- 10 What is meant by Material Control?

SECTION - B (25 Marks)

Answer **ALL** Questions

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

- 11 a Explain the needs for Productivity Improvement.
OR
b Explain the kinds of Productivity.
- 12 a What are the benefits of Quality Circle?
OR
b What are the basic principles of TQM?
- 13 a Explain in detail about the Trends in Maintenance.
OR
b Elucidate Queuing Theory Model.
- 14 a Bring out the importance of Human Resource Planning.
OR
b Briefly explain the Barriers and Measures for making HR Planning effective.
- 15 a Bring out the limitations of Material Planning.
OR
b Explain 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 how Technology & Economics helps in productivity and elucidate the role of Information Technology in Production.
- 17 Explain in detail about the concepts of Total Quality Management.
- 18 Briefly explain the Planning & Scheduling of Maintenance.
- 19 Explain the process of Human Resource Planning.
- 20 What are the factors influencing Material Planning? Explain in detail.