

(Please write your Exam Roll No.)

Exam Roll No.

END TERM EXAMINATION

FIFTH SEMESTER [BBA] NOVEMBER - DECEMBER 2017

Paper Code: BBA-305 Subject: Product and Operation Management

Time: 3 Hours

Maximum Marks: 75

Note: Attempt any five questions. All questions carry equal marks.

- Q1 Define Production System. How does the concept of a production system help in understanding of production and operations management?
- Q2 Explain the relationship between total quality management (TQM) and quality control.
- Q3 (a) Explain the meaning of statement: "An OC curve explain how an acceptance plan discriminates between good and bad lots."
(b) What is the purpose of control charts? How that propose is achieved.
- Q4 Describe various quantitative and qualitative factors in facility location analysis. What are their significance in location decision? Explain.
- Q5 (a) What is the meaning of EOQ? How is it determined with the help of EOQ model? Also state the assumptions of EOQ model.
(b) What is ABC analysis of inventory control? What is the rationale behind it?
- Q6 (a) Explain why waiting lines form? Describe some ways that manages can adopt to avoid excessive waiting lines.
(b) Give five examples of waiting lines in operations system.
(c) What are the assumptions of M/M/1/ ∞ model of waiting line theory?
- Q7 Define facility layout. What are its objectives? Describe the various types of layout used by manufacturing operations.
- Q8 Explain **any five** of the following:-
(a) Assembly Line
(b) ISO certification
(c) IIT manufacturing system
(d) Gantt Chart
(e) Quality circles
(f) Safety stock
