Exam. Code : 105404
Subject Code : 1387

**Bachelor in Business Administration 4th Semester**

## PRODUCTION AND OPERATIONS MANAGEMENT

### Paper—BBA-404

Time Allowed—3 Hours]                    [Maximum Marks—50

### SECTION—A

1. Attempt any **TEN** questions. Each question carries **1** mark.

    (i) Define operations management.

    (ii) Define Work study.

    (iii) Differentiate PERT from CPM.

    (iv) Define process layout.

    (v) What is the utility of man/employee machine chart ?

    (vi) Define Quality.

    (vii) What is lead time ?

    (viii) Define EOQ.

    (ix) Write any two major benefits of Just in time manufacturing.

    (x) What is inbound supply chain ?

    (xi) Define Value.

    (xii) What are the objectives of total quality management ?

3020(2519)/EBH-18642              1              (Contd.)

## SECTION—B

Attempt any **TWO** questions. Each question carries **10** marks.

2. What are the objectives of plant layout decision analysis ? Explain various forms of plant layout with relevant examples.

3. Explain the process of new product design and development. Also highlight various tools or recent methodologies employed in the process.

4. What is the relevance of work measurement ? What are different methods of work measurement ?

5. What are the objectives of network analysis ? Using the project information given in the table, construct the network and identify critical path.

| Activity | Predecessor/s | Normal time (days) |
|----------|---------------|--------------------|
| A | — | 20 |
| B | — | 25 |
| C | A | 10 |
| D | A | 12 |
| E | B, C | 5 |
| F | D, E | 10 |
| G | D | 10 |
| H | G | 5 |

## SECTION—C

Attempt any **TWO** questions. Each question carries **10** marks.

6. Define TQM. Discuss various obstacles that may be faced in successful TQM implementation and ways to overcome them.

7. Describe with relevant examples various activities involved in supply chain management.

8. What is statistical quality control ? Explain various charts used in this regard.

9. A firm's estimated demand for material during the next year is 2500 units. Acquisition costs are Rs. 400 per order and carrying costs is Rs. 50 per unit. The safety stock is set at 25 percent of the EOQ. The daily usage is 10 units and lead time is 10 days. Determine :

   (a) The EOQ

   (b) The safety stock, and

   (c) The recorder point.