

MANAGEMENT PROGRAMME

00894

Term-End Examination

December, 2010

**MS-53 : PRODUCTION/OPERATIONS
MANAGEMENT**

Time : 3 hours

*Maximum Marks : 100
(Weightage 70%)*

Note : Attempt any five questions. All questions carry equal marks. Assume any missing data suitably.

1. (a) For any Service Organization explain the systemic view of operations. Identify it's various components. Also explain this 'Service Organizations' systems view. 10
- (b) Information Systems provide extensive impact in operation's area. Explain with examples. 10
2. (a) Explain, how we can translate the voice of customer into design specification of a product, employing Quality Function Deployment (QFD). 10
- (b) Explain with appropriate examples. Seven Quality Control Tools for problem solving/ and Process Improvement. 10

3. (a) Define TPM (Total Productive Maintenance). How is TPM different from preventive maintenance ? Explain with examples. 10
- (b) Explain Just in Time manufacturing system. Also discuss seven kinds of waste as generated in manufacturing organisations. 10
4. (a) Why is forecasting required in Operations Management ? Discuss the general steps in forecasting process. 10
- (b) Describe Delphi study as a forecasting tool. Explain the guidelines, its advantages and disadvantages of Delphi. Suggest some variants. 10
5. (a) Explain stopwatch time study as a tool of work measurement. List its different steps, advantages and disadvantages. 10
- (b) Explain the relationship between layout decisions, capacity decisions and scheduling. Use examples as required. 10
6. (a) Why is inventory required ? Explain different inventory carrying costs with the help of examples. 10
- (b) Explain Materials Requirement Planning with the help of a neat block diagram. Show different elements. 10

7. Write short notes on *any four* of the following : $4 \times 5 = 20$
- (a) Manufacturing Resource Planning (MRP-II)
 - (b) Role of computers in operations.
 - (c) Lean manufacturing.
 - (d) Plant layout and location.
 - (e) Economic order quantity.
 - (f) Classification of production systems.
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