

Code: 9E00204

MBA & MBA (Finance) II Semester Supplementary Examinations December/January 2017/2018

PRODUCTION & OPERATIONS MANAGEMENT

(For students admitted in 2013, 2014, 2015 & 2016 only)

Time: 3 hours

Max. Marks: 60

Answer any FIVE questions
All questions carry equal marks

- 1 What is operation management? List out the functions of operation management.
- 2 Discuss the steps in product design and process selection.
- 3 Discuss the merits and demerits of process layout and product layout.
- 4 Describe any one method of demand forecasting with its advantages and disadvantages.
- 5 How are minimum critical ratio rule helpful in job shop scheduling?
- 6 Discuss in detail about steps in method study.
- 7 Explain how reward management system will improve the productivity of an organization.
- 8 What are the major benefits of ISO 9000 certification? Also explain the utility of ISO 9000 certification.
