

(Please write your Exam Roll No.)

Exam Roll No.

END TERM EXAMINATION

THIRD SEMESTER [BBA] JANUARY 2024

Paper Code: BBA-209

Subject: Production and Operations Management

Time: 3 Hours

Maximum Marks: 75

Note: Attempt five questions in all including Q1. Which is compulsory. All questions carry equal marks.

- Q1 Answer **any five** short notes from following:
- (a) ISO 9001
 - (b) Benchmarking
 - (c) Differentiate between Plant Location and Plant Layout
 - (d) List three differences between production and Operation Management
 - (e) Poka Yoke
 - (f) Six Sigma
 - (g) Material Management
- Q2 Explore the concept of a production system in the context of business operations. How does it encompass the entire process of converting inputs into outputs?
- Q3 Assume it as Production manager; explain the factors influencing Plant location with an example.
- Q4 Discuss the steps of purchasing procedure. Also explain the different methods of purchasing.
- Q5 Imagine you are the inventory manager for a retail business that sells a popular product with a constant demand rate of 2,000 units per year. The ordering cost per order is \$100, and the carrying cost per unit per year is \$2. Calculate the Economic Order Quantity (EOQ) for this product, and explain how this quantity can help in optimizing the inventory management process. And also explain the concept of EOQ.
- Q6 Explain the different quality control Techniques.
- Q7 Explore the principles of Total Quality Management. How can TQM be implemented to improve processes, reduce defects, and foster a culture of continuous improvement?
- Q8 Discuss the differences between proactive and reactive maintenance approaches. How does a proactive maintenance strategy contribute to minimizing downtime and preventing unexpected failures?
