

NMIMS Global Access
School for Continuing Education (NGA-SCE)
Course: Operations Management

Internal Assignment Applicable for December 2016 Examination

Assignment Marks: 30

Instructions:

- *All Questions carry equal marks.*
 - *All Questions are compulsory*
 - *All answers to be explained in not more than 1000 words for question 1 and 2 and for question 3 in not more than 500 words for each subsection. Use relevant examples, illustrations as far as possible.*
 - *All answers to be written individually. Discussion and group work is not advisable.*
 - *Students are free to refer to any books/reference material/website/internet for attempting their assignments, but are not allowed to copy the matter as it is from the source of reference.*
 - *Students should write the assignment in their own words. Copying of assignments from other students is not allowed*
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1. Discuss in detail the importance of Product/Technological life cycles in Operations Management. How do organizations face the challenges of quick technological changes in product specifications as well as from customers' requirements? Explain the same with reference to the Mobile industry, focusing in quick changes in product specifications as well as the changes in the technology used. **(10 marks)**

2. Explain in detail the various types of plant layout concepts that are available in operations management. Give examples on where each of these types can be employed respectively. Briefly explain a layout for a Retail store format, highlighting the good points and bottlenecks, if any. **(10 marks)**

3. Education is one of the top sectors of our country. It is also started to being identified as one of the business functions with many corporates starting their own educational institutes. However imparting quality education is a challenge for organizations from



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non-educational expertise. To understand and suggest roadmaps for the same, answer the following concepts

- a. What are the 8 building blocks of Total Quality Management? Discuss how these 8 building blocks can be incorporated in a typical College setup for the objective of providing quality education. **(5 marks)**
- b. Briefly explain the 5-s methodology of quality and discuss how the same can be applied to an educational institute. **(5 marks)**
