

No. of Printed Pages : 4  
Roll No. ....

226732

3rd Sem.  
Branch : DBM  
Sub.: Operations Management

Time : 3 Hrs.

M.M. : 60

### **SECTION-A**

**Note: Multiple choice Questions. All Questions are compulsory. (6x1=6)**

- Q.1 TQM refers to total \_\_\_\_\_ management.  
a) Quality                  b) Quantity  
c) Question                d) None of above
- Q.2 Which of the following is not the objective of operation management.  
a) Customer satisfaction    b) Profitability  
c) Employee punishment    d) All of above
- Q.3 \_\_\_\_\_ is measure the quantity of output of input.  
a) Productivity              b) Marketability  
c) Sociability                d) None of these
- Q.4 Operation management is applicable  
a) Service Sector            b) Manufacturing Sector  
c) Both A & B                d) None of these

- Q.5 Routing prescribes the
- Flow of material
  - Proper utilization of manpower
  - Utilization of machine
  - None of these
- Q.6 Which of the following is not a principal of TQM.
- Customer satisfaction
  - Improvement
  - Team approach
  - Black marketing
- SECTION-B**
- Note:** Objective/Completion type questions. All questions are compulsory.  $(6 \times 1 = 6)$
- Q.7 Operation management is design, planning and control the system of organization (True/False)
- Q.8 \_\_\_\_\_ better control refers to (Always / atleast)
- Q.9 Company production process run efficiently and \_\_\_\_\_. (Effectively / Techniqually)
- Q.10 Productivity refers to how effectively work performance (True/False)
- Q.11 Inventory management is backbone of operation management. (True/False)
- Q.12 Lean system is like the what you need, what you want. (True/False)

### **SECTION-C**

- Note:** Short answer type Questions. Attempt any eight questions out of ten Questions.  $(8 \times 4 = 32)$
- Q.13 What you mean by JIT why it is important in operation management?
- Q.14 What competitive strategy is in operation management?
- Q.15 Explain the purpose of production planning?
- Q.16 What do you mean by productivity with its limitation?
- Q.17 Explain in brief the concept of EOQ.
- Q.18 How we control the quality in quality management?
- Q.19 What is lean system why it is important in every organisation?
- Q.20 What is the process of product design?
- Q.21 Explain competitive advantage of operation management?
- Q.22 What do you mean by supply chain management?

### **SECTION-D**

- Note:** Long answer questions. Attempt any two questions out of three Questions.  $(2 \times 8 = 16)$
- Q.23 What do you mean by operation management? Explain evolution and development of operation management?
- Q.24 Explain production planning and different techniques of production planning?
- Q.25 What is production process also discuss the process control?