

RGPVonline.com MAM - 406**Master of Applied Management (Dual Degree), IV Semester**

Examination, June 2016

Operation Management**Time : Three Hours****Maximum Marks : 70****Note:** Attempt any five questions. Each question carry equal marks. Use of S.Q.C. table is permitted.

1. a) Decision making is said to be primary function of operation and production management. Discuss the process of decision making in the management of an enterprise.
- b) How production management differs from operation management? What are the characteristics of modern production and operation management?

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2. a) How operational function is interlinked with other functions of the organization? Discuss various roles of an operations manager.
- b) Classify and discuss various production systems with their applicability, benefits and limitations. Which production system will suit for a mid volume and mid variety manufacturer and why?
3. a) Discuss the essential characteristics of various production systems. Categorized based on variety and volume.
- b) "Services are becoming main driving force in economy of developed countries". Justify or refute this statement with explanation why you chose to do so?
4. a) Describe the elements of product development and design.
- b) What is the purpose of standardization within a unit? Describe standards which are commonly adopted towards standardization in a manufacturing plant.
5. a) What is the difference between the functional layout and product layout of machine? State the advantages and limitations of the two. Explain the two with the help of a diagram.
- b) Explain briefly the basic principles involved in preparing the layout of an industrial plant, indicating the important techniques used for the purpose.

6. a) State the reasons for the location of :
 - i) Iron and steel plants in Orissa and Bihar.
 - ii) Textile industries at Mumbai and Ahmadabad.
 - iii) Sugar industries in U.P. and Maharashtra.
- b) Identify the tools and techniques of plant layout design. Explain how manufacturing plant and handling equipment are inter related in the development of the factory layout?
7. a) "Quality control is a system of inspection, analysis and action applied to a manufacturing process". Discuss this with examples from manufacturing industry.
- b) The number of customer complaints received daily by an organization is given below :

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Day	:	1	2	3	4	5	6	7	8	9	10
Complaints	:	2	3	0	1	9	2	0	0	0	4

Does it mean that the number of complaints is under statistical control? Establish a control schemes for the future.

8. Write short notes on any four :
 - a) Recent trends in production / operation management
 - b) O.C. Curve
 - c) LTFD and AQL
 - d) Master production schedule
 - e) Approaches for product design

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