

Department of HRM & OB
End-term Examination
May-2016

Course Title: Production Management
Course Code: MHRM 205

Max. Marks: 100
Time Allotted: 3 hrs.

Section – A

All questions in this section are compulsory. Each question carries 1 mark.

1. **Which one of the following statements regarding operations management is true?**
A Inputs to a production system include capital and materials, but not human resources. B Operations management deals only with manufacturing organizations because service organizations do not have tangible outputs.
C Typical inputs to a production system are processes and consumer goods. D Customer participation and information on performance are two special types of inputs to a production system.

2. **Which of the following statements concerning manufacturing and service organizations is generally true?**
A A service facility is more likely to serve national or even international markets. B Manufacturing organizations generally have more difficulty in matching capacity with demand.
C In many service organizations, such as hospitals and entertainment centers, customers themselves are inputs to the transformation processes. D Most service organizations can buffer themselves against uncertain demand by creating inventories and smoothing output levels.

3. **Which of the following generally is not true of both service and manufacturing?**
A Both types of organizations normally provide a package of goods and services. B They must both inventory their inputs.
C Customer focus is necessary for success in both services and manufacturing. D They must both inventory their outputs.

4. **Which of the following is NOT a core competency?**
A Workforce B Competitive priorities
C Facilities D Market and financial know-how

5. **Mass production is a term most often used to describe firms using a**
A Make-to-stock strategy B Assemble-to-order strategy
C Make-to-order strategy D Flexible flow strategy

6. **What are the key factors for controlling supplier quality?**
A Location and number of supplies B Amount of annual purchases and order sizes
C Specification management and the buyer's approach D Choice of statistical quality control techniques

7. **A process layout is a layout in which**
A workstations are arranged in a linear path B Departments are arranged in a linear path
C Both A & B D None of the above

8. **Layout flexibility means that**
A the facility remains desirable after significant changes occur B it can be easily and inexpensively adapted in response to changes
C Both A & B D None of the above

9. **Inventory is a stock of material used to**
A satisfy customer demand B support the production of goods and services
C Both A & B D None of the above
10. **Quality engineering is an approach that processes**
A involves combining engineering and statistical methods to reduce costs B improve quality by optimizing product design and manufacturing
C Both A & B D None of the above

Section – B

Attempt any five questions out of eight. Each question carries 6 marks

- Q. No.11. Explain the interrelationship between the production operations function and other functions in an organization?
- Q. No.12. What factors influence the capacity of an organization. List the different factors and explain how they influence capacity.
- Q. No.13. What is Total Quality Management. What are its principles and uses?
- Q. No.14. Write a short note on Quality Circles?
- Q. No.15. What do you mean by Inventory Control. What are the objectives of Inventory Control?
- Q. No.16. What are in-house inventories. List down the factors influencing the level of in-house inventories?
- Q. No.17. Define Stores. Discuss the functions of store management?
- Q. No.18. What are the assumptions on which EOQ model is based. What are the limitations of the model?

Section – C

Attempt any five questions selecting one from each unit. Each question carries 12 marks

Unit – I

- Q. No.19. What are the various types of production processes. What factors are considered while choosing a particular process.
- Q. No.20. What factors influence the capacity of an organization. List the different factors and explain how they influence capacity?

Unit – II

- Q. No.21. What is method study. Discuss the steps involved in performing method study.
- Q. No.22. Define Work Measurement. What are its different techniques. Discuss atleast three techniques elaborately.

Unit – III

- Q. No.23. “Quality cannot be inspected in a product, it must be built in a product”. Comment on the statement with appropriate justifications.
- Q. No.24. Explain the concept of Supply Chain. What is its scope. Explain what you understand by the term ‘Supply Chain Integration’.

Unit – IV

- Q. No.25. Discuss ABC inventory analysis. What are the policies that may be based upon the results of an ABC analysis.
- Q. No.26. What is Economic Order Quantity. How is the model of inventory used by a manufacturer different from a retailer, illustrate with suitable examples.

Unit – V

- Q. No.27.** What are the difficulties that Indian industries encounter in implementing Inventory Standardization. How would you suggest these can be overcome. Justify your answer with suitable examples.
- Q. No.28.** Discuss the concept of variety reduction. How does BOM help to maintain the classification of materials, illustrate with suitable example.