

C 20028

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Name.....

Reg. No.....

**SIXTH SEMESTER U.G. DEGREE EXAMINATION, MARCH 2022**

(CUCBCSS—UG)

B.B.A.

BBA VIB 12—OPERATIONS MANAGEMENT

(2014—2018 Admissions)

Time : Three Hours

Maximum : 80 Marks

**Part 1 (Objective Questions)***Answer all ten questions.**Choose the correct answer.*

1. \_\_\_\_\_ deals with conversion of ideas into reality.
  - a) Process design.
  - b) Facilities layout.
  - c) Capacity planning.
  - d) Product design.
2. \_\_\_\_\_ can be defined as the art and science involving the movement, packing and storing of substances in any form.
  - a) Material handling.
  - b) Motion study.
  - c) Inventory management.
  - d) ABC Analysis.
3. \_\_\_\_\_ is the process of verification or correction in the quality of the product when deviations in the quality are found to be more.
  - a) EOQ.
  - b) Quality assurance.
  - c) Quality control.
  - d) None of the above
4. \_\_\_\_\_ is a structured process of directly observing and measuring human work in order to establish the time required for completion of work by a qualified worker when working at a defined level of performance.
  - a) Time study.
  - b) Method study.
  - c) Work study.
  - d) None of the above.

**Turn over**

5. This is the costs associated with measuring, evaluating or auditing products or services to assure conformance to quality standards and performance requirements.
- a) Prevention costs.
  - b) Appraisal costs.
  - c) Failure costs.
  - d) None of the above.

Fill in the blanks :

6. \_\_\_\_\_ is deciding in advance what to do, how to do it, when to do it and who is to do it.
7. MRP means \_\_\_\_\_.
8. \_\_\_\_\_ is the arrangement of machines, work areas and service areas within a factory.
9. \_\_\_\_\_ consists of dividing work into the most fundamental elements possible; studying these elements separately and in relation to one another; and from studied elements, when timed, building methods of least waste.
10. \_\_\_\_\_ is a control chart used to control a variable quality.

(10 × 1 = 10 marks)

### Part II (Short Answers)

Answer any **eight** out of the ten questions.

Each question carries 2 marks.

- 11. What is method study ?
- 12. What is Quality ?
- 13. Define plant layout.
- 14. What is time study ?
- 15. What is quality planning ?
- 16. What is product layout ?
- 17. What is preventive maintenance ?
- 18. What is statistical process control ?
- 19. What are Range (R) Charts ?
- 20. What is total quality management ?

(8 × 2 = 16 marks)

**Part III (Short Essay Questions)**

Answer any **six** out of the eight questions in about 200 words.

*Each question carries 4 marks.*

21. What are the processes of capacity planning ?
22. What are the merits of process layout ?
23. Explain the benefits of operation planning and control.
24. What are the advantages of preventive maintenance ?
25. What are the advantages of material requirement planning ?
26. What are the factors to be considered in plant layout ?
27. What are the limitations of product layout ?
28. What are the uses of time study ?

(6 × 4 = 24 marks)

**Part IV (Essay Questions)**

Answer any **two** out of the three questions in about 800 words.

*Each question carries 15 marks.*

29. What is Maintenance ? What are the types of maintenance ?
30. Define operations management. Explain the objectives of operations management.
31. What is plant location ? What are the factors determining the plant location ?

(2 × 15 = 30 marks)