

30 JUN 2023

Reg. No.

Question Paper Code

11953

**M.B.A - DEGREE EXAMINATIONS, APRIL/MAY 2023**

Second Semester

**Master of Business Administration**

**20MBT204 - MANAGING OPERATIONS**

(Regulations 2020)

Duration: 3 Hours

Max. Marks: 100

**PART-A (10 × 2 = 20 Marks)**

Answer ALL Questions

- |   | <i>Marks,<br/>K-Level, CO</i> |
|---|-------------------------------|
| 1. Differentiate between services and goods.        | 2,K1,CO1                      |
| 2. Write a note on strategy fit.                    | 2,K1,CO1                      |
| 3. What is Exponential Smoothing?                   | 2,K2,CO2                      |
| 4. Contrast design capacity and effective capacity. | 2,K2,CO2                      |
| 5. Mention the different kinds of process planning. | 2,K1,CO3                      |
| 6. List out the steps in Method Study.              | 2,K1,CO3                      |
| 7. What is EOQ?                                     | 2,K2,CO4                      |
| 8. What is meant by break even analysis?            | 2,K1,CO4                      |
| 9. What is Gantt Chart?                             | 2,K2,CO5                      |
| 10. Write a note on network crashing.               | 2,K2,CO5                      |

**PART - B (5 × 13 = 65 Marks)**

Answer ALL Questions

11. a) Discuss the recent trends in Production and operations management. 13,K4,CO1

**OR**

- b) Explain in detail the various elements of operation strategy with suitable example. 13,K4,CO1

12. a) Briefly discuss the qualitative and quantitative methods used for demand forecasting. 13,K3,CO2

**OR**

- b) Draw a flowchart of Material Requirement Planning and its inputs & outputs. 13,K3,CO2

*K1 – Remember; K2 – Understand; K3 – Apply; K4 – Analyze; K5 – Evaluate; K6 – Create*

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13. a) Explain the factors influencing and different approaches to product design. *13,K4,CO3*

**OR**

b) Enumerate the steps involved in basic work study procedure? *13,K4,CO3*

14. a) Bring out the importance of purchasing. Explain the various vendor rating techniques. *13,K4,CO4*

**OR**

b) Elaborate the different type of inventory cost and control techniques implemented in manufacturing industries. *13,K2,CO4*

15. a) What do you understand by operations scheduling? Explain routing, dispatching, prioritization and expediting. *13,K4,CO5*

**OR**

b) Developing a Comprehensive Project Management is very important. Discuss. *13,K5,CO5*

**PART C (1 × 15 = 15 Marks)  
(Compulsory)**

16. a) Find the optimal sequence for processing the seven jobs using Johnson's Method. *15,K6,CO6*

Job	M1	M2
A	9	2
B	5	4
C	8	10
D	3	5
E	4	6
F	1	11
G	7	6