

**MBA 2nd Semester Examination, 2023**

**PRODUCTION AND OPERATIONS**

**MANAGEMENT**

PAPER – MBA-206

*Full Marks : 80*

*Time : 3 hours*

*The figures in the right hand margin indicate marks*

*Candidates are required to give their answers in their own words as far as practicable*

**A. Answer any *eight* questions from the following : 5 × 8**

- 1. Distinguish between production management and operations management. 5**
- 2. Write a note on 'batch production'. 5**

3. Why production management is called the heart of an organization ? 5
4. Distinguish between 'process design' and 'service design'. 5
5. Distinguish between exponential smoothing method and weighted moving average method of sales forecasting. 5
6. Why operations strategy is considered as a competitive weapon ? 5
7. What is plant location ? State the objectives of plant location. 2 + 3
8. What are the considerations for locating foreign operation facilities ? 5
9. What is work study, method study and Computer Aided Design (CAD) ? 5

10. What is Total Quality Management (TQM) ?  
Why is TQM important in modern business ?  
2 + 3
11. What are the different types of layout ?  
Discuss briefly. 5
12. Why and how is the knowledge of six sigma  
applied. 5

B. Answer any *four* questions of the following :  $10 \times 4$

13. Discuss the scope of operations management. 10
14. Briefly discuss various types of production process. 10
15. Discuss the factors which affect operations management. 10
16. Describe some of the techniques used in work measurement. 10

17. Discuss briefly, the concept of Just-In-Time (JIT) inventory management technique in an organization. 10
18. Explain the purpose and importance of forecasting. 5 + 5
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