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NOIDA INSTITUTE OF ENGINEERING AND TECHNOLOGY, NIET BUSINESS SCHOOL GREATER NOIDA PGDM (STANDARD)

Roll No:

TRIMESTER-IIITHEORY EXAMINATION (2024-2025)

Subject Operations Management

Time: 2Hrs.30 min

General Instructions:

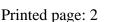
1. Attempt all parts:-

IMP: Verify that you have received question paper with correct course, code, branch etc.

- 1. This Question paper comprises of three Sections -A, B, & C. It consists of Short type questions & Subjective type questions.
- 2. Maximum marks for each question are indicated on right hand side of each question.
- 3. Illustrate your answers with neat sketches wherever necessary.
- 4. Assume suitable data if necessary.
- 5. Preferably, write the answers in sequential order.
- 6. No sheet should be left blank. Any written material after a blank sheet will not be evaluated/checked.

SECTION – A 15

Define productivity.(CO1) 1-a. 1 List two characteristics of Services. CO2) 1-b. 1 Mention any one inventory control technique. (CO3) 1-c. 1 Write one difference between push and pull system. (CO4) 1-d. 1 The full form of PDCA cycle is (CO5) 1-e. 1 2. Attempt all parts:-2.a. between production management Contrast and operations 2 management. (CO1) Mention two similarities of service and product design. (CO2) 2.b. 2 2.c. Does production planning impact master production schedule? 2 Write two points supporting your answer. (CO3) 2.d. Define bullwhip effect with one suitable example. (CO4) 2 2.e Write any two clauses of ISO 9000 - 2000. (CO5) 2 **SECTION – B** 15 3. Answer any three of the following-Explain the scope of operations and production management. 5 3-a. (CO1) blueprinting impacts 3-b. Identify how service the overall 5



Max. Marks:60

Subject Code: NPGDM024

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productivity of a service organization. (CO2)

- 3-c. Discuss the five assumptions of the basic EOQ (Economic Order 5 Quantity) model in inventory management and control. (CO3)
- 3-d. Elaborate the process of assessing the supply chain management 5 performance in an Automobile company. (CO4)
- 3-e. Explain the contribution of quality guru Deming's in the field of 5 manufacturing. (CO5)

Case Let & Application Based

- 4. Answer any <u>one</u> of the following-
- 4-a. Operations may be viewed as a system. And, it is important for 6 the operations managers. Explain. (CO1)
- 4-b. Describe the types of plant layout with suitable examples. (CO1) 6
- 5. Answer any <u>one</u> of the following-
- 5-a. Compare and contrast the dimensions of product quality and 6 service quality with suitable examples. (CO2)
- 5-b. The concept of product life cycle has implications when 6 technology changes. Discuss the implications. (CO2)
- 6. Answer any <u>one</u> of the following-
- 6-a. Discuss the implications
 - A. The buffer stock is increased.
 - B. The order size is increased. (CO3)
- 6-b. Explain the relation between routing, scheduling and loading. 6 CO3)
- 7. Answer any <u>one</u> of the following-
- 7-a. Illustrate with a manufacturing operations example, how a typical 6 supply chain works. (CO4)
- 7-b. Describe the different types of Demand forecasting models. 6 (CO4)
- 8. Answer any <u>one</u> of the following-
- 8-a. Write a note about any two Six Sigma companies, also, mention 6 the key learnings from these companies. (CO5)
- 8-b. Explain Juran's Triology, also mention its significance in today's 6 business scenario. (CO5)