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

TRIMESTER-III THEORY EXAMINATION (2024-2025)

Subject Operations Management

Time: 2Hrs.30 min

Max. Marks:60

General Instructions:

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

1. Attempt **all** parts:-

- | | |
|---|---|
| 1-a. Define productivity.(CO1) | 1 |
| 1-b. List two characteristics of Services. CO2) | 1 |
| 1-c. Mention any one inventory control technique. (CO3) | 1 |
| 1-d. Write one difference between push and pull system. (CO4) | 1 |
| 1-e. The full form of PDCA cycle is_____ (CO5) | 1 |

2. Attempt **all** parts:-

- | | |
|---|---|
| 2.a. Contrast between production management and operations management. (CO1) | 2 |
| 2.b. Mention two similarities of service and product design. (CO2) | 2 |
| 2.c. Does production planning impact master production schedule? Write two points supporting your answer. (CO3) | 2 |
| 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-

- | | |
|---|---|
| 3-a. Explain the scope of operations and production management. (CO1) | 5 |
| 3-b. Identify how service blueprinting impacts the overall | 5 |

productivity of a service organization. (CO2)

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

SECTION – C

30

Case Let & Application Based

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