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NOIDA INSTITUTE OF ENGINEERING AND TECHNOLOGY, NIET BUSINESS SCHOOL GREATER NOIDA

PGDM (Standard)

TRIMESTER-IV THEORY EXAMINATION (2024-2025)

Subject: Operation Planning & Quality Control

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. | Explain operation in term of manufacturing industry. (CO1, K2) | 1 |
| 1-b. | Explain capacity planning. (CO2, K2) | 1 |
| 1-c. | Define quality in operation management. (CO3, K2) | 1 |
| 1-d. | Define operational risk. (CO4, K1) | 1 |
| 1-e. | List element of operational activity in manufacturing sector. (CO5, K2) | 1 |

2. Attempt **all** parts:-

- | | | |
|------|--|---|
| 2.a. | Explain the historical evolution of operation in business. (CO1, K2) | 2 |
| 2.b. | Explain operation planning strategy. (CO2, K2) | 2 |
| 2.c. | List various dimension of quality. (CO3, K2) | 2 |
| 2.d. | List various method of demand forecasting. (CO4, K2) | 2 |
| 2.e. | List various operational challenges. (CO5, K2) | 2 |

SECTION – B

15

3. Answer any **three** of the following-

- | | | |
|------|---|---|
| 3-a. | Explain how operation affect overall business strategy. (CO1, K2) | 5 |
|------|---|---|

- 3-b. Explain how resource allocation affect operational strategy. (CO2, K2) 5
- 3-c. Explain the objective of operation management .(CO3, K2) 5
- 3-d. Explain how operational challenges affect business continuity (CO4, K2) 5
- 3-e. Identify various risk in operation planning. (CO5, K2) 5

SECTION – C

30

4. Answer any **one** of the following-

- 4-a. Explain the importance of operation planning in cost optimisation. (CO1, K2) 6
- 4-b. Explain the role of quality control in profitability of business. (CO1, K2) 6

5. Answer any **one** of the following-

- 5-a. Explain the factor affecting resource allocation in operation management. (CO2, K2) 6
- 5-b. Explain lean principle and their application. (CO2, K2) 6

6. Answer any **one** of the following-

- 6-a. Explain the implementation of quality management system. (CO3, K2) 6
- 6-b. Explain statistical process control and quality assurance (CO3, K2) 6

7. Answer any **one** of the following-

- 7-a. Identify various operational challenges in business. (CO4, K2) 6
- 7-b. Explain the major challenges faced in agriculture sector in term of operation and quality control.(CO4, K2) 6

8. Answer any **one** of the following-

- 8-a. Explain various risk emerges due to lack of quality control in an organisation (CO5, K2) 6
- 8-b. Explain various risk mitigation strategies in operation management of a firm. (CO5, K2) 6