

MBA 2nd Semester Examination, 2025

MBA

(Production & Operations Management)

PAPER — MBA-206

Full Marks : 100

Time : 3 hours

Answer all questions

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 :

1. Distinguish between production management and operations management. 5 × 8
2. Write the objectives of operations management.

3. How efficiency is different from productivity ?
4. Why production management is called the heart of an organization ?
5. What are the objectives of sales forecasting in production ?
6. An 8 hours work measurement study in a plant reveals the following :
Units produced = 320 nos.
Idle time = 15%
Performance rating = 120%
Allowances = 12% of normal time
Determine the standard time per unit produced.
Contingency allowance of 3% and an incentive of 20% are applicable for the job.
7. What are the key objectives of selecting an appropriate plant location ?

(3)

8. Describe the step-by-step process involved in making a plant location decision.
9. Explain the concept of layout planning. What are the advantages and key functions of effective layout planning ? 2 + 3
10. Explain the difference between qualitative and quantitative forecasting techniques.
11. Define Six Sigma and explain how it is used to improve process quality.
12. What is Enterprise Resource Planning (ERP) ? Why is there a growing need for ERP systems in modern organizations ?
- B. Answer any *four* questions from the following : 10 × 4
13. Explain the functions of operations management.

(4)

14. Briefly discuss any two quantitative methods of sales forecasting.
15. Discuss the factors that affect operations management.
16. Describe Deming's 14 points of quality improvement and their impact on operations strategy.
17. List and explain the Seven Statistical Quality Control Tools. How do these tools help in identifying and solving quality problems? 4 + 6
18. Define Total Quality Management (TQM). Discuss the principles of TQM. 3 + 7

[Internal Assessment — 20 Marks]
