

Seat No. : \_\_\_\_\_

**LF-101**

**April-2014**

**B.B.A. Sem.-VI**

**CC-311 : Production and Operations Management**

**Time : 3 Hours]**

**[Max. Marks : 70**

**Instructions :** (1) All questions are compulsory.  
(2) Right end side figure indicates marks.

1. (a) Write about the meaning, importance and scope of production management. **7**

**OR**

What do you understand by Job-shops ? Explain open and closed Job-shops.

(b) List down various functions of production planning and control. Explain the function of inspection and corrective action. **7**

**OR**

What is work-study ? Write down the basic work-study procedure.

2. (a) What is the meaning of purchasing activity done in any industrial organization ? **7**

**OR**

List down the different types of purchasing methods and explain any one in detail.

(b) Write about the principles of material handling. **7**

**OR**

What is MRP-1 ? Write down the objectives of MRP-1.

3. (a) Discuss the concept of plant layout using a suitable industry example. **7**

**OR**

Which are various types of layouts used in industry ?

(b) Define the meaning of quality of any product. How is quality management useful in any industry ? **7**

**OR**

Which are the various costs associated with quality ?

4. (a) Explain the concept and characteristics of JIT. **7**

**OR**

In short explain the terms “Kaizen” and “Kanban”.

(b) What is the meaning of business process reengineering ? **7**

**OR**

Explain the concept of lean production. Which are its basic elements ?

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**P.T.O.**

5. Fill in the blanks of the following from the options given below :
- (1) Production of large planes like Airbus is example of \_\_\_\_\_ type of production.  
(a) continuous (b) intermittent  
(c) project (d) job-shop
  - (2) \_\_\_\_\_ is not one of the functions of production planning and control.  
(a) Estimating (b) Work-study  
(c) Routing (d) Loading
  - (3) One of the objectives of production management is \_\_\_\_\_.  
(a) reduction of wastage (b) advertising  
(c) issuing of shares (d) brand building
  - (4) Objective of work-study is to determine the best \_\_\_\_\_ of performing each operation in production.  
(a) location (b) place  
(c) layout (d) method
  - (5) One important aspect of purchasing is to purchase raw material having the \_\_\_\_\_.  
(a) right quality (b) right packaging  
(c) right color (d) right shape
  - (6) \_\_\_\_\_ is not a material handling equipment.  
(a) Truck (b) Crane  
(c) Lift (d) Drilling Machine
  - (7) A software-hardware system used for optimum utilization of company's resources is called \_\_\_\_\_ system.  
(a) MRP (b) Shingo  
(c) Toyota (d) ERP
  - (8) MRP means \_\_\_\_\_ Requirement Planning.  
(a) Machine (b) Manpower  
(c) Material (d) Management
  - (9) \_\_\_\_\_ is a factor affecting the design of layout.  
(a) Marketing (b) Market  
(c) Machinery (d) Mechanics
  - (10) Deming gave \_\_\_\_\_ principles of quality.  
(a) 11 (b) 12  
(c) 13 (d) 14
  - (11) \_\_\_\_\_ is a generic standard of quality primarily concerned with environmental management.  
(a) ISO-9000 (b) ISO-14000  
(c) ISO-8402 (d) ISO-22000
  - (12) \_\_\_\_\_ is one of the four pillars of lean production.  
(a) JIT (b) ERP  
(c) MRP (d) SAP
  - (13) ISO means International Organization for \_\_\_\_\_.  
(a) Statistics (b) Standardization  
(c) Swimming (d) Sports
  - (14) \_\_\_\_\_ is one of the 5-“S” of the Japanese quality management system.  
(a) Speed (b) Speaker  
(c) Seiri (d) Shaft