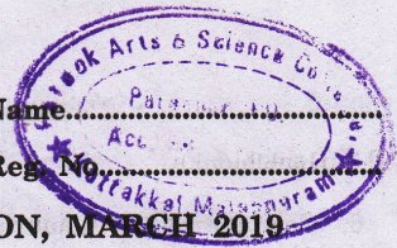


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Name.....

Reg. No.....



**SIXTH SEMESTER B.B.A. DEGREE EXAMINATION, MARCH 2019**

(CUCBCSS)

B.B.A.

BBA VI B 12—OPERATIONS MANAGEMENT

Time : Three Hours

Maximum : 80 Marks

**Part I (Objective Questions)**

*Answer all ten questions.*

Choose the correct answer :

1. \_\_\_\_\_ is the business function that plans, organises, co-ordinates, and controls the resources needed to produce a company's goods and services.  
(a) Operations management.                      (b) Production management.  
(c) Marketing management.                      (d) Financial management.
2. \_\_\_\_\_ is the arrangement of machines, work areas and service areas within a factory.  
(a) Product design.                      (b) Plant layout.  
(c) Process design.                      (d) Capacity planning.
3. \_\_\_\_\_ deals with the techniques to ensure the best possible use of human, machine and material resources in carrying out a specific activity.  
(a) Ergonomics.                      (b) Work study.  
(c) QFD.                      (d) None of the above.
4. \_\_\_\_\_ precedes the examine step of the method study.  
(a) Develop.                      (b) Install.  
(c) Record.                      (d) Maintain.
5. Production planning and control has \_\_\_\_\_ phases.  
(a) Two.                      (b) Three.  
(c) Four.                      (d) None of the above.

**Turn over**

Fill in the blanks :

6. Service oriented industries are located near \_\_\_\_\_.
7. MRP means \_\_\_\_\_.
8. R chart is a control chart used to control a \_\_\_\_\_ quality.
9. \_\_\_\_\_ charts show the process trend as time progresses.
10. \_\_\_\_\_ lay out will have more material handling cost.

(10 × 1 = 10 marks)

### Part II (Short Answer Questions)

Answer any **eight** out of the ten questions in two or three sentences.

11. Define Operations Management.
12. What is plant layout ?
13. What is quality planning ?
14. Define Maintenance.
15. What is product layout ?
16. What are the advantages of quality management in organisation ?
17. What is process layout ?
18. Define Capacity.
19. Define Material Handling.
20. What do you mean by Work Study ?

(8 × 2 = 16 marks)

### Part III (Short Essay Questions)

Answer any **six** out of the eight questions in about 200 words.

21. Explain the basic features of operation.
22. What are the objectives of good layout ?
23. What are the merits of functional layout ?
24. State the different methods of capacity planning.

25. What are the advantages of material requirement planning ?
26. What are the main objectives of corrective maintenance ?
27. What are the benefits of good quality ?
28. What are the merits of assembly layout ?

(6 × 4 = 24 marks)

#### **Part IV (Essay Questions)**

*Answer any **two** out of the three questions in about 800 words.*

29. What is plant location ? What are the factors determining the plant location ?
30. What do you mean by work measurement ? Examine the scope and importance of work measurement.
31. What is maintenance management ? What are the types of maintenance ?

(2 × 15 = 30 marks)