

# 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 ?

5. Fill in the blanks of the following from the options given below :

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- (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