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SEAT No. :

P1675

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[4970]-204

M.B.A. (Semester - II)

204 : MANUFACTURING & OPERATIONS MANAGEMENT

(2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *Answer any five questions.*
- 2) *All questions carry equal marks.*

Q1) Explain the scope & importance of "Operations Management". Discuss the contribution of Henry Ford in the field of Operations Management.

Q2) Explain the characteristics of "Continuous production" and "Batch production" with suitable examples of each.

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Q3) Explain the important factors affecting the location of facilities. What are the advantages & disadvantages of urban & rural locations?

Q4) Explain the following terms:

- a) Operating characteristic curve
- b) Gap analysis for service quality assessment

Q5) Explain the objectives & uses of Work Study. Write a note on "Process mapping".

Q6) Distinguish between PERT & CPM.

P.T.O

A project is defined to contain the following list of activities, along with their required times for completion:

Activity	Time (days)	Immediate Predecessors
A	1	-
B	4	A
C	3	A
D	7	A
E	6	B
F	2	C,D
G	7	E,F
H	9	D
I	4	G,H

- Draw the network diagram
- Show the critical path
- Determine the project duration

Q7) Write Short notes on (any two):

- Just In Time
- Types of maintenance
- Spare parts management

