**Code No.MB301C**

**METHODIST COLLEGE OF ENGINEERING & TECHNOLOGY (An Autonomous Institution)**

**M.B.A III-Semester (Regular) Examination, Feb -2023**

**Subject: OPERATIONS MANAGEMENT**

**Time: 3 hours Max.Marks:60**

**Note: Missing data, if any, maybe suitably assumed.**

**PART-A**

**Answer All the questions.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Q.No | Questions | Marks |  |  |
| 1. a | Define Operations Strategy | 2 |  |  |
| b | What do you mean by Aggregate Planning | 2 |  |  |
| c | Explain briefly Quasi Manufacturing | 2 |  |  |
| d | Elaborate Manufacturing resource planning | 2 |  |  |
| e | Write about Bin card and Double Bin | 2 |  |  |

**PART-B**

**Answer Any Five questions**.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Q.No. |  | Questions | Marks |  |  |
| 2. |  | Discuss about the interface of Product Life Cycle and Process Life Cycle? | 10 |  |  |
| 3. |  | Determine the optimal sequence of performing 5 jobs on machines. The machining of each job is required in the order ABC and the process timings are as follows. Evaluate elapsed time and idle time

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Job | 1 | 2 | 3 | 4 | 5 |
| Machine A | 8 | 9 | 6 | 12 | 7 |
| Machine B | 3 | 2 | 4 | 5 | 1 |
| Machine C | 4 | 5 | 5 | 1 | 2 |

 | 10 |  |  |
| 4. |  | What is Service quality? Discuss about the dimensions of service quality | 10 |  |  |
| 5. |  | Define Vendor Rating? Explain the evaluation of vendors? | 10 |  |  |
| 6. |  | Write briefly about Inventory Management? Elaborate the objectives of Inventory Management? | 10 |  |  |
| 7. | a | Define Process Design? Explain briefly the different types of processes? | 5 |  |  |
| b | Define Plant Layout and explain the types of plant layout? | 5 |  |  |
| 8. | a | Explain the concept of the service management and its nature? | 5 |  |  |
| b. | Define Method study? What are the steps involved in Method study? | 5 |  |  |
| 9. |  | The following are the details of materials used in a hospital. As a store’s manager, how do you plan to arrange the mat4erial which should be the ideal level of inventory?Annual consumption is 100000 units, Cost of the material is rs.5/- per unit. Ordering cost is 20/- per unit. Inventory carrying cost is 36% of the inventory cost. Lead time is 30 days and Safety stock is 20 days consumption. | 10 |  |  |