

C 40018

(Pages : 3)

Name.....

Reg. No.....

SIXTH SEMESTER U.G. DEGREE EXAMINATION, MARCH 2023

(CUCBCSS—UG)

B.B.A.

BBA VIB 12—OPERATIONS MANAGEMENT

(2017—2018 Admissions)

Time : Three Hours

Maximum : 80 Marks

Part 1 (Objective Questions)

*Answer all ten questions.
Each question carries 1 mark.*

Choose the correct answer :

1. _____ refers to the moving of materials from the store room to the machine and from one machine to the next machine during the production process.
 - a) Motion study.
 - b) Inventory management.
 - c) Material Handling.
 - d) ABC Analysis.
2. _____ refers to the physical arrangement of production facilities.
 - a) Process design.
 - b) Plant layout.
 - c) Capacity planning.
 - d) Product design.
3. _____ is concerned with deciding in advance what is to be produced, when to be produced, where to be produced and how to be produced.
 - a) Production management.
 - b) Capacity planning.
 - c) Operation planning.
 - d) None of these.
4. _____ is the systematic recording and critical examination of the existing and proposed ways of doing work as a means of developing and applying easier and more efficient methods and reducing costs.
 - a) Work study.
 - b) Time study.
 - c) Method study.
 - d) None of these.

Turn over

5. This is the costs of all activities incurred to prevent poor quality in products or services :

- a) Prevention costs.
- b) Appraisal costs.
- c) Failure costs.
- d) None of the above.

Fill in the blanks :

- 6. TQM stands for _____.
- 7. _____ is a means for determining the number of parts, components and materials needed to produce a product.
- 8. Time study is also called _____.
- 9. _____ is a process employed to ensure a certain level of quality in a product of service.
- 10. _____ charts show the process trend as time progresses.

(10 × 1 = 10 marks)

Part II (Short Answer Questions)

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

Each question carries 2 marks.

- 11. Define operations management.
- 12. What is plant layout ?
- 13. What is statistical quality control ?
- 14. What is plant location ?
- 15. Define Maintenance.
- 16. Define material handling
- 17. What is break down maintenance ?
- 18. What is operation control ?
- 19. What is descriptive statistics?
- 20. What is control chart ?

(8 × 2 = 16 marks)

Part III (Short Essay Questions)

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

Each question carries 4 marks.

21. What are the objectives of operations management ?
22. What are the objectives of facility planning ?
23. Explain the operations planning procedure.
24. What are the merits of product layout ?
25. What are the limitations of process layout ?
26. What are the objectives of material handling ?
27. What are the processes of capacity planning ?
28. What are the objectives of work measurement ?

(6 × 4 = 24 marks)

Part IV (Essay Questions)

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

Each question carries 15 marks.

29. What is total quality management ? Discuss the principles and benefits of total quality management.
30. Discuss the various factors that influence plant location.
31. Discuss the scope and importance of work measurement.

(2 × 15 = 30 marks)

C 20028

(Pages : 3)

Name.....

Reg. No.....

SIXTH SEMESTER U.G. DEGREE EXAMINATION, MARCH 2022

(CUCBCSS—UG)

B.B.A.

BBA VIB 12—OPERATIONS MANAGEMENT

(2014—2018 Admissions)

Time : Three Hours

Maximum : 80 Marks

Part 1 (Objective Questions)*Answer all ten questions.**Choose the correct answer.*

1. _____ deals with conversion of ideas into reality.
 - a) Process design.
 - b) Facilities layout.
 - c) Capacity planning.
 - d) Product design.
2. _____ can be defined as the art and science involving the movement, packing and storing of substances in any form.
 - a) Material handling.
 - b) Motion study.
 - c) Inventory management.
 - d) ABC Analysis.
3. _____ is the process of verification or correction in the quality of the product when deviations in the quality are found to be more.
 - a) EOQ.
 - b) Quality assurance.
 - c) Quality control.
 - d) None of the above
4. _____ is a structured process of directly observing and measuring human work in order to establish the time required for completion of work by a qualified worker when working at a defined level of performance.
 - a) Time study.
 - b) Method study.
 - c) Work study.
 - d) None of the above.

Turn over

5. This is the costs associated with measuring, evaluating or auditing products or services to assure conformance to quality standards and performance requirements.
- a) Prevention costs.
 - b) Appraisal costs.
 - c) Failure costs.
 - d) None of the above.

Fill in the blanks :

6. _____ is deciding in advance what to do, how to do it, when to do it and who is to do it.
7. MRP means _____.
8. _____ is the arrangement of machines, work areas and service areas within a factory.
9. _____ consists of dividing work into the most fundamental elements possible; studying these elements separately and in relation to one another; and from studied elements, when timed, building methods of least waste.
10. _____ is a control chart used to control a variable quality.

(10 × 1 = 10 marks)

Part II (Short Answers)

Answer any **eight** out of the ten questions.

Each question carries 2 marks.

- 11. What is method study ?
- 12. What is Quality ?
- 13. Define plant layout.
- 14. What is time study ?
- 15. What is quality planning ?
- 16. What is product layout ?
- 17. What is preventive maintenance ?
- 18. What is statistical process control ?
- 19. What are Range (R) Charts ?
- 20. What is total quality management ?

(8 × 2 = 16 marks)

Part III (Short Essay Questions)

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

Each question carries 4 marks.

21. What are the processes of capacity planning ?
22. What are the merits of process layout ?
23. Explain the benefits of operation planning and control.
24. What are the advantages of preventive maintenance ?
25. What are the advantages of material requirement planning ?
26. What are the factors to be considered in plant layout ?
27. What are the limitations of product layout ?
28. What are the uses of time study ?

(6 × 4 = 24 marks)

Part IV (Essay Questions)

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

Each question carries 15 marks.

29. What is Maintenance ? What are the types of maintenance ?
30. Define operations management. Explain the objectives of operations management.
31. What is plant location ? What are the factors determining the plant location ?

(2 × 15 = 30 marks)

C 1034

(Pages : 3)

Name.....

Reg. No.....

SIXTH SEMESTER B.Com./B.B.A. DEGREE EXAMINATION, MARCH 2021

(CUCBCSS—UG)

B.B.A.

BBA VIB 12—OPERATIONS MANAGEMENT

Time : Three Hours

Maximum : 80 Marks

Section A (Objective Questions)

*Answer all questions.
Each question carries 1 mark.*

Choose the correct answer :

1. Which of the following is not an objective of operations management ?
 - a) To reduce product quality.
 - b) To reduce cost of production.
 - c) Material cost control.
 - d) None of these.
2. Which of the following is not the objective of plant layout ?
 - a) Streamline the flow of materials through the plant.
 - b) Facilitate the manufacturing process.
 - c) Enhance materials handling cost.
 - d) None of these.
3. Which of the following is not a principle of TQM ?
 - a) Customer focus.
 - b) Continuous improvement.
 - c) Team approach.
 - d) Producer focus.
4. Which one of the following is not an objective of maintenance management ?
 - a) To reduce breakdown of machineries.
 - b) To keep the machines and other facilities in a bad condition.
 - c) To keep the plant in good working condition.
 - d) All of these.
5. A college divided on the basis of various departments is an example of which layout
 - a) Process layout.
 - b) Product layout.
 - c) Cellular layout.
 - d) Fixed layout.

Turn over

Fill in the blanks :

6. _____ involves systematically recording, analysing and synthesizing the times required to perform a motion.
7. _____ is a set of beliefs that underlines the need for the organisation to improve its operations continuously and consistently over its life time.
8. _____ charts show the process trend as time progresses.
9. _____ is an inventory system that is computer based and used to manage the manufacturing process.
10. Work study is an important technique to achieve increased _____.

(10 × 1 = 10 marks)

Section B (Short Answer Questions)

*Answer at least five questions.
Each question carries 4 marks.
All questions can be attended.
Overall Ceiling 20.*

11. Define Operations Management.
12. What is plant location ?
13. Define statistical quality control.
14. Define material handling.
15. What is plant layout ?
16. What is method study ?
17. What is assembly line layout ?
18. What is descriptive statistics ?
19. What are the consequences of poor quality ?
20. Define work study.

(5 × 4 = 20 marks)

Section C (Short Essay Questions)

*Answer at least four questions.
Each question carries 8 marks.
All questions can be attended.
Overall Ceiling 32.*

21. What are the objectives of operations management ?
22. State the different methods of capacity planning.
23. What are the objectives of maintenance ?

24. What are the benefits of good quality ?
25. What are the phases of production planning and control ?
26. What are the merits of process layout ?
27. Discuss the importance of operation control.
28. What are the objectives of material requirement planning ?

(4 × 8 = 32 marks)

Section D (Essay Questions)

*Answer any one question.
The question carries 18 marks.*

29. What is production planning ? What are the objectives of production planning ?
30. What is total quality management ? Explain the principles and benefits of total quality management.
31. Explain the factors affecting plant location decisions.

(1 × 18 = 18 marks)

C 80083

(Pages : 3)

Name.....

Reg. No.....

SIXTH SEMESTER B.Com./B.B.A. DEGREE EXAMINATION, MARCH 2020

(CUCBCSS—UG)

B.B.A.

BBA VIB 12—OPERATIONS MANAGEMENT

Time : Three Hours

Maximum : 80 Marks

Part I (Objective Questions)

Answer all ten questions.

Each question carries 1 mark.

Choose the correct answer :

1. Which of the following is not an objective of good plant layout ?
 - a) To improve productivity.
 - b) To provide safety to employees.
 - c) To increase the number of accidents.
 - d) To provide easy supervision.
2. Which layout is to be used when goods are to be produced in a large quantity ?
 - a) Process layout.
 - b) Cellular layout.
 - c) Product layout.
 - d) Fixed layout.
3. Which of the following is an example of a supply side influence in the location decision ?
 - a) Cost of labour.
 - b) Image of location.
 - c) Labour skills.
 - d) Convenience for customers.
4. Operations Management is a _____ process.
 - a) Translation.
 - b) Transformation.
 - c) Transaction.
 - d) Transition.
5. In which technique is the actual quality examined against the standard ?
 - a) Quality Planning.
 - b) Quality Control.
 - c) Quality Assurance.
 - d) Quality Circles.

Turn over

Fill in the blanks :

6. Plant layout is a _____ of the physical facilities which are used in production.
7. _____ is the application of techniques designed to establish the time for a qualified worker to carry out a specified job at a defined level of performance.
8. _____ are major tools used in Statistical Process Control.
9. _____ is the term used to describe the set of statistical tools used by quality professionals for the purpose of quality control.
10. Work measurement is concerned with determining _____ for doing a job.

(10 × 1 = 10 marks)

Part II (Short Answer Questions)

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

Each question carries 2 marks.

11. Define maintenance.
12. What is product layout ?
13. What do you mean by material requirement planning ?
14. Define plant layout.
15. What is time study ?
16. Define quality control.
17. What is statistical quality control ?
18. What is work measurement ?
19. What are the advantages of quality management in organisation ?
20. What is work study ?

(8 × 2 = 16 marks)

Part III (Short Essay Questions)

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

Each question carries 4 marks.

21. Explain the scope of operations management.
22. What are the objectives of good layout ?
23. What are the advantages of material requirement planning ?
24. What are the advantages of process layout ?
25. What are the merits of line layout ?

26. What are the material handling equipments ?
27. Explain the benefits of operation planning and control.
28. Discuss the steps involved in site selection.

(6 × 4 = 24 marks)

Part IV (Essay Questions)

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

Each question carries 15 marks.

29. Explain the objectives of Operation Management.
30. Explain the scope and importance of work measurement.
31. What is maintenance management ? What are the types of maintenance ?

(2 × 15 = 30 marks)

C 30019

(Pages : 3)

Name.....
Reg. No.....
Pattanam
Acc.....
Takkal Malapuram

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)

SIXTH SEMESTER B.B.A. DEGREE EXAMINATION, MARCH/APRIL 2018

(CUCBCSS—UG)

BBA VIB 12—OPERATIONS MANAGEMENT

Time : Three Hours

Maximum : 80 Marks

Part I (Objective Questions)*Answer all ten questions.**Choose the correct answer.*

1. _____ is a business activity that deals with the production of goods and services.
(a) Production management. (b) Operation management.
(c) Financial management. (d) Marketing management.
2. _____ aims at prevention of defects at the source, relies on effective feedback system and corrective action procedure.
(a) Quality Control. (b) EOQ.
(c) Quality assurance. (d) None of the above.
3. Work measurement is also called _____.
(a) Fatigue study. (b) Time study.
(c) Method study. (d) None of these.
4. _____ is the systematic investigation of all the factors which affect the efficiency of the organisation.
(a) Motion study. (b) Work study.
(c) Time study. (d) None of these.
5. The control chart was developed by _____.
(a) Adam smith. (b) Joseph M. Juran.
(c) W. Edwards Deming. (d) Walter A Shewhart.

Turn over

Fill in the blanks.

6. SQC means _____.
7. _____ is a plan of the most effective arrangement of the physical facilities and manpower for the manufacture of the product.
8. _____ is the art and science involving the movement, packing and storing of substances in any form.
9. _____ is the process of systematic and critical scrutiny of work in order to make it more effective and efficient.
10. _____ chart is to be used along with R-chart.

(10 × 1 = 10 marks)

Part II (Short Answer Questions)

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

11. What is operations management ?
12. What do you mean by material requirement planning ?
13. What is material handling ?
14. What is maintenance ?
15. What is work measurement ?
16. What do you mean by work study ?
17. What is process layout ?
18. What is plant location ?
19. What is an operation planning ?
20. What is acceptance sampling ?

(8 × 2 = 16 marks)

Part III (Short Essay Questions)

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

21. Discuss the scope of operations management.
22. What are the objectives of maintenance ?
23. What are the types of capacity ?
24. What are the objectives of material requirement planning ?

25. What are the benefits of good quality ?
26. What are the objectives of plant layout ?
27. What are the advantages of process layout ?
28. What are the rules for material handling ?

(6 × 4 = 24 marks)

Part IV (Essay Questions)

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

29. Discuss the various factors that determine plant location of an industrial unit.
30. Explain the scope and importance of work measurement.
31. What are the objectives and importance of operation control ?

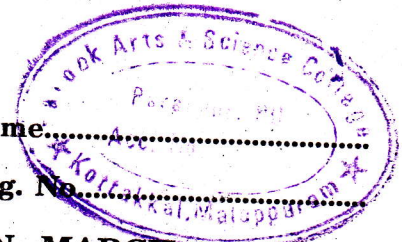
(2 × 15 = 30 marks)

C 21049

(Pages : 2)

Name:

Reg. No.



SIXTH SEMESTER B.B.A. DEGREE EXAMINATION, MARCH 2017

(CUCBCSS—UG)

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. _____ refers to the physical arrangement of facilities.
(a) Product design. (b) Plant layout.
(c) Process design. (d) Capacity planning
2. Under this layout similar machine in a group in one department is arranged according to the functions they perform in the plant.
(a) Product layout. (b) Process layout.
(c) Project layout. (d) None of the above.
3. _____ is concerned with finding the facts about a situation and affects a critical examination of these facts, developing a new and better method of doing work.
(a) Time study. (b) Method study.
(c) Six-sigma. (d) None of the above.
4. _____ is a measure of how closely a good or service conforms to specific standard.
(a) Flexibility. (b) Schedule.
(c) Quality. (d) None of the above.
5. _____ determines the optional schedule and sequence of operations, economic batch quantity, machine assignment and dispatching priorities for sequencing.
(a) LOB. (b) Production planning.
(c) Line balancing. (d) None of the above.

Fill in the blanks :

6. _____ refers to the choice of region and the selection of a particular site for setting up a business or factory.
7. _____ is the art and science involving the movement, packing and storing off substances in any form.
8. \bar{X} - chart is a control chart used to control a _____ quality.
9. Plant layout is a _____ of the physical facilities which are used in production.
10. _____ layout will have more excess idle time machine hours.

(10 × 1 = 10 marks)

Turn over

Part II (Short Answer Questions)

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

11. What is operations management ?
12. Define plant layout.
13. What is method study ?
14. What do you mean by material requirement planning ?
15. What do you mean by production planning ?
16. What is statistical quality control ?
17. What is line layout ?
18. What is quality ?
19. What is material handling ?
20. Define capacity.

(8 × 2 = 16 marks)

Part III (Short Essay Questions)

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

21. Explain the scope of operations management.
22. What are the objectives of facility planning ?
23. What are the processes of capacity planning ?
24. What are the objectives of maintenance ?
25. What are the factors determining planning procedure ?
26. What are the phases of production planning and control ?
27. What are the merits of line layout ?
28. What are the material handling equipments ?

(6 × 4 = 24 marks)

Part IV (Essay Questions)

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

29. Explain the various factors that determine plant location of an industrial unit.
30. What is total quality management ? Explain the principles and benefits of total quality management.
31. What is maintenance ? What are the types of maintenance ?

(2 × 15 = 30 marks)

D 70935

(Pages : 2)

Name.....

Reg. No.....

FIFTH SEMESTER B.B.A. DEGREE EXAMINATION, NOVEMBER 2014

(UG—CCSS)

Core Course

BB VB 09—OPERATIONS MANAGEMENT

Time : Three Hours

Maximum : 30 Weightage

Part A

Answer all twelve questions.

I. Fill in the blanks :

- 1 Production management is also known as _____.
- 2 In _____ production system, one raw material is converted into different products.
- 3 PPC is based on the adage principle of _____.
- 4 _____ is the process of deciding what and how much of various items are to be kept in stores.

II. Choose the correct answer from the brackets :

- 5 The schedule which is followed by operator schedule :
(a) Production schedule. (b) Operation schedule.
(c) Master schedule. (d) Manufacturing schedule.
- 6 The idea of continuous production was put forward by :
(a) Adam Smith. (b) F.W. Taylor.
(c) Henry Ford. (d) Henry Fayol.
- 7 The cost which leads to financial loss associated with stoppage of work :
(a) Inventory carrying cost. (b) Opportunity cost.
(c) Stock out cost. (d) Systems cost.
- 8 Elimination of waste in the work performance of employees is :
(a) Time study. (b) Work study.
(c) Work measurement. (d) Work improvement.

III. State True or False :

- 9 Production efficiency can be achieved through simplification and standardization.
- 10 Designing of production system is known as product design.

Turn over

- 11 General purpose machines are used in intermittent production.
- 12 Production control means working out your plans.

(12 × ¼ = 3 weightage)

Part B

Answer all questions.

Each question carries a weightage of 1.

- 13 Define production planning and control.
- 14 What do you mean by scheduling ?
- 15 What is batch production ?
- 16 Define quality control.
- 17 What is expediting ?
- 18 What is EOQ ?
- 19 What is process layout ?
- 20 Define materials management.
- 21 Define time study.

(9 × 1 = 9 weightage)

Part C

Answer any five questions.

Each question carries a weightage of 2.

- 22 Differentiate between Intermittent production and Continuous production.
- 23 What are the duties and responsibilities of production managers ?
- 24 What are the different types of schedules ?
- 25 Distinguish between Product layout and Process layout.
- 26 Define motion study. What are the advantages and disadvantages of motion study ?
- 27 What are the characteristic features and benefits of quality circles ?
- 28 What are the different types of production planning and control ?

(5 × 2 = 10 weightage)

Part D

Answer any two questions.

Each question carries a weightage of 4.

- 29 What are the objectives, pre-requisites and principles of production planning and control ?
- 30 What are the objectives and types of purchasing ?
- 31 What are the factors affecting the choice of plant location ?

(2 × 4 = 8 weightage)