management 12017
2nd year 2nd Semester
Production and operations management.

Part B – Essay Questions

Answer **any three (03)** questions.

Marks allocated: Thirty (30)

1. "Behavioral approach to job design emphasizes the satisfaction of needs and wants of employees and it is an effort to make jobs interesting and meaningful". Discuss with suitable examples.

(10 Marks)

2. "Customer expectation can be broken down into a number of categories or dimensions that customers use to judge the quality of a product or service". Do you agree? Justify your answer with examples.

(10 Marks)

3. Location decision represent a key part of the Strategic Planning Process. Briefly discuss the results of a poor location planning.

(10 Marks)

4. Inventory costs are associated with the operation of an inventory system. Briefly explain the inventory costs with examples.

(10 Marks)

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