

Instructions to candidates:

No. of pages : Three (03)
No. of questions : Five (05) Eassy
Time allocation : Two (02) hours
Marks allocation : 100 Marks

Answer any four (04) questions.

1) An area of management concerned with overseeing, designing and controlling the process of production and redesigning business operations in the production of goods or service is called as Operations Management.

I. Briefly explain the historical development of Operations Management.

(10 Marks)

II. “Operations Manager is a senior level employee who oversees the process of Operations Management”. Discuss the role of an Operations Manager.

(07 Marks)

III. Briefly explain any two (02) Operations Management activities.

(08 Marks)

(Total Marks 25)

2) Product and service design plays an important role in organizational profitability and its survival as it should be closely tied to an organization’s strategy.

I. Who are the stakeholders that to be involved in the design of products and services?

(03 Marks)

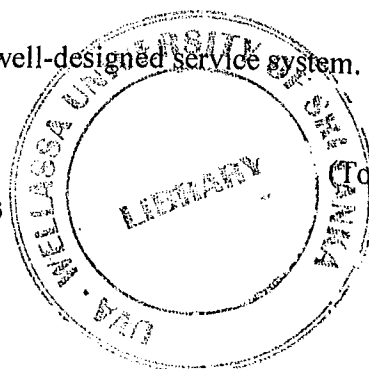
II. Briefly discuss four (04) reasons for product or service design or redesign.

(12 Marks)

III. Describe three (03) characteristics of well-designed service system.

(10 Marks)

(Total Marks 25)



3) Inventory refers as material held in an idle or incomplete state awaiting future sale, use or transformation.

I. What is meant by Inventory Management?

(03 Marks)

II. Briefly explain three (03) objectives of Inventory Management.

(06 Marks)

III. Differentiate the followings.

a) Anticipation Stock and Safety Stock

b) Pipeline Stock and Psychic Stock

c) Periodic System and Perpetual System

(3 × 3 = 09 Marks)

IV. Describe two (02) inventory control problems associated with Inventory Management.

(07 Marks)

(Total Marks 25)

4) Forecast is a statement about the future value of a variable of interest and it affects decisions and activities of the organization.

I. Briefly discuss the types of information needed for making forecasts. Give examples for each.

(07 Marks)

II. Differentiate Judgmental forecasts from Associative models.

(10 Marks)

III. Briefly explain four (04) factors to be considered when selecting the forecasting technique.

(08 Marks)

(Total Marks 25)

5)

I. There are two approaches to job design namely, scientific approach and behavioral approach. Briefly explain the behavioral approaches to job design.

(10 Marks)

II. Write short notes on the following.

- a) Method analysis on job
- b) Working conditions for employees
- c) Employee motivation

(3 × 5 = 15 Marks)

(Total Marks 25)

