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Total No. of Questions : 9 ] [ Total No. of Pages : 3

**57722**

**B.B.A. (II) 3rd Semester  
Examination, March-2021  
(New Scheme 2014-17)**

**OPERATION MANAGEMENT  
Paper-BBA-II-N-302**

*Time : Three Hours ] [ Maximum Marks : 80*

*Before answering the questions, candidates should ensure that they have been supplied the correct and complete question paper. No complaint in this regard, will be entertained after examination.*

**Note :-** The question paper is divided in two Sections. Section 'A' comprising eight short answer type questions (carrying 2 marks each, which are compulsory. Answer to each question should not exceed 50 words normally). Section 'B' comprising 8 questions (2 questions from each Unit). The students are required to attempt four questions one question from each Unit. All questions will carry equal marks.

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**Section-A**

**(Compulsory Question)**

1. Short answer type questions :
  - (a) What are the factors of production planning?
  - (b) What are the benefits of production control?
  - (c) What are the objectives of a good layout?
  - (d) Enlist different production processes.
  - (e) Give an example of project initiation.
  - (f) What do you mean by value addition in SCM?
  - (g) Define PGDCA Cycle.
  - (h) Define Six Sigma.

**Section-B**

**Unit-I**

2. What is the importance of new product development? Explain?
3. Elaborate different production layouts. Explain the factors required for effective plant layout.

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### **Unit-II**

4. What are the objectives of work study ? Explain work study procedure in detail.
5. What are the objectives of supply chain management ? Explain in detail.

### **Unit-III**

6. How CRM helps in effective utilization of SCM ? Explain. <https://www.mdustudy.com>
7. What is the master production scheduling ? Explain the process of setting of master production schedule.

### **Unit-IV**

8. Discuss in detail about quality circles. What are its advantages of EOQ model ?
9. Discuss in detail about warehousing management and its challenges and opportunities.