

Department of Management
School of Management and Business Studies
JAMIA HAMDARD

Examination: MBA Semester II
 Operations Management (Paper code- MBA-CG-205)

Time: 3 Hours

Max. Marks: 75

Attempt any **FIVE** questions. All questions carry equal marks. (15x5=75)

Q1. (a) How is operations decision-making critical to the organization? [7.5]

(b) Discuss the current issues and challenges in the field of Operations Management. [7.5]

Q2. (a) What are the various factors that affect facility location decisions? [7.5]

(b) What are the different service facility layouts? How it is different from layout of a manufacturing firm? [7.5]

Q3. (a) Using Index Method, solve the shop loading problem as given below: [7.5]

Work Centre →	I	II	III	IV
Jobs ↓	Days			
A	9	8	11	10
B	4	5	2	3
C	20	15	16	24
D	9	11	9	6
E	12	16	24	18
No. of Days Available	20	20	20	20

(b) Distinguish between Capacity Options and Demand Options in aggregate planning strategies. [7.5]

Q4. (a) What is Quality Management? Distinguish between Quality Assurance and Quality Control Processes. [7.5]

(b) What are the different Quality Control Charts? Explain one control chart from variables and one from attributes categories with the help of diagram. [7.5]

Q5. From the information given in the table below, determine the sales forecast of 5th and 6th period with the methods of:

i) 2- Period Moving Average

- ii) 4- Period Moving Average
- iii) 4- Period Weightage Moving Average with t-1 weightage of 0.50; t-2 weightage of 0.30; t-3 weightage of 0.15 and t-4 weightage of 0.05
- iv) Exponential Smoothing with $\alpha = 0.2$ and 4th period forecast being 300.

Period	1	2	3	4	5
Actual Sales Value	280	300	295	325	330

Q6. (a) Using Brown & Gibson model calculate the Location Measures for site locations A, B and C from the given information. Consider $D=0.6$ for all the sites. [7.5]

Sites ↓	Location Factor Classes		
	CFM _i	OFM _i	SFM _i
A	1	0.40	0.20
B	1	0.30	0.30
C	1	0.30	0.50

(b) Describe the principles and stages in forecasting. [7.5]

Q7. (a) How is Product Development different from Production Development? [7.5]

(b) Describe all the Quality Control Tools. [7.5]

Q8. Write short notes on any three [5x3=15]

- Front Office vs Back Office Operations in Services
- Balance Delay in Assembly Lining
- Benefits of MRP
- ISO 9000
- Causal Method of Forecasting
