MB-119

Sl.No. : **Total No. of Pages : 2**

Fourth Semester M.B.A Degree Examination, May - 2025
(SLM Scheme) (Non - CBCS)
MANAGEMENT
Quality and Operations Management

Time : 3 Hours **Max. Marks : 80**

SECTION - A

Answer any five questions. Each question carries three marks. [5 × 3 = 15]

Q1) a) How Total Quality Management enhance overall operational efficiency within an organization?

b) What are the benefits of Six Sigma?

c) What role does statistical process control play in product quality?

d) How can the use of automation help service-oriented industry?

e) What is significance of effective supplier relationship management?

f) What is advantage of implementing just-In-Time (JIT) inventory management?

g) Briefly explain continuous improvement practices.

SECTION - B

Answer any four questions. Each question carries five marks. [4 × 5 = 20]

Q2) Explain the scope and significance of production management.

Q3) Differentiate between process layout and product layout.

Q4) Write a detailed note on material handling equipments.

Q5) Explain any 2 quality improvement technique.

Q6) Examine the role of control charts in quality management.

Q7) Explain the forecasting techniques employed in the organization.

SECTION - C

Answer any three questions. Each question carries ten marks. [3 × 10 = 30]

Q8) Outline the features of ISO 9000

Q9) Explain the different maintenance methods used in manufacturing organizations.

Q10) Explain aggregate planning with example.

Q11) Discuss the significance of inventory management.

Q12) Examine the role of quality guru in the field of quality

SECTION - D

Q13) **Case (Compulsory)** **[1 × 15 = 15]**

Burger Barn is facing a significant increase in customer complaints about long wait times and incorrect orders. The restaurant's operations manager has noticed that the kitchen is often overwhelmed during peak hours, leading to delays and mistakes.

The following information is given to you

i) Average customer wait time: 15 minutes

ii) Average order preparation time: 8 minutes

iii) Error rate: 10% (1 in 10 orders is incorrect)

iv) Peak hours: 12 pm -2 pm and 5 pm - 7 pm

v) Current staffing: 2 cooks, 2 cashiers, and 1 manager during peak hours

Questions:

a) What are the root causes of the problem?

b) How can Burger Barn optimize its kitchen operations to reduce wait times and errors?

c) What strategies can the restaurant implement to improve customer satisfaction during peak hours?