MBHC-4.1

Sl.No. :

Total No. of Pages : 2

Fourth Semester M.B.A. Degree Examination, November - 2024
(SLM Scheme) (CBCS)
MANAGEMENT
Quality and Operations Management

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

SECTION - A

Answer any Five questions. Each question carries FIVE marks : [5 × 5 = 25]

Q1) Define production management and explain its significance in modern organizations.

Q2) Describe the historical development of production management.

Q3) Define product layout and fixed position layout.

Q4) Discuss the factors that influence purchase management decisions.

Q5) What is a learning curve? Explain its significance in manufacturing planning and control.

Q6) Differentiate between material management and material handling.

Q7) Discuss the concept of benchmarking.

SECTION - B

Answer any Four questions. Each question carries TEN marks : [4 × 10 = 40]

Q8) Compare and contrast batch production and mass production systems.

Q9) Explain the various capacity planning techniques and their importance for effective operations.

Q10) Explain the factors that influence product design and the impact of process design on manufacturing efficiency.

Q11) Discuss the different forecasting methods and their applications.

Q12) Discuss the concept of productivity and its importance in manufacturing and also explain the various methods used to measure productivity.

Q13) Compare and contrast the Six Sigma and Total Quality Management and analyse their potential applications.

SECTION - C

Q14) **Case :** **[1 × 15 = 15]**

Acme Manufacturing, a leading producer of electronic components, faced a significant quality crisis. Customer complaints about defective products surged, leading to a decline in sales and reputation. Investigations revealed issues with their assembly process, including inconsistent component placement and improper soldering techniques. The company's quality assurance department was understaffed and lacked effective tools for real-time monitoring.

Question:-

Analyze the root causes of quality crisis at Acme Manufacturing and propose a TQM plan to address these issues.