MAY 2023 **P/ID 77937/RMB3N**

Time : Three hours Maximum : 80 marks

SECTION A — (10 × 2 = 20 marks)

Answer any TEN questions in 50 words each:

Write a short note on the following:

1. Operation.
2. Capacity.
3. Routing.
4. Ergonomics.
5. Job design.
6. Hoist and Lift
7. Plant location.
8. Inventory.
9. JIT.
10. Motion study.
11. Scheduling.
12. Service encounter.

SECTION B — ($5 \times 6 = 30$ marks)

Answer any FIVE questions in 250 words each:

13. State the significance of operations management.

14. Bring out the short term issues in operations management.

15. Explain the purpose of location analysis techniques.

16. Give a detailed account on materials handling equipments.

17. Elucidate the procedures involved in maintenance.

18. State and explain the work study procedures.

19. Bring out the nature of services.

SECTION C — ($3 \times 10 = 30$ marks)

Answer any THREE questions in 500 words each:

20. Describe the historical development of operations management.

21. Enumerate and explain the factors influence the plant location.

22. Discuss the implications of supply chain management.

23. Explain the techniques of work measurement.

24. Write a detailed essay on service processes and service delivery.

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