



II Semester M.B.A. (Day) Degree Examination, June 2009  
(2007-08 Scheme)  
MANAGEMENT

Paper – 2.3 : Production and Operation Management

Time : 3 Hours

Max. Marks : 75

SECTION – A

1. Answer **any six** of the following : (6×2=12)
- Define P.O. Ms.
  - Distinguish between Q.A. and Q.C.
  - Define service quality.
  - What is concurrent engineering ?
  - What is vendor evaluation ?
  - What is line balancing ?
  - What are the phases of a project ?
  - What is Muri and Muda ?
  - What is cost control ?

SECTION – B

- Answer **any three** questions : (3×8=24)
- How has Japanese Mfg. philosophy influenced others ?
  - Briefly explain how CAD/CAM helps in realising design(s) for reliability, producibility and quality.
  - Explain the economics of production operations.
  - What are the control charts used in quality control ?  
Draw a control chart for the following :

|                |     |     |     |     |     |     |
|----------------|-----|-----|-----|-----|-----|-----|
| Sample No.     | 1   | 2   | 3   | 4   | 5   | 6   |
| Sample size    | 100 | 150 | 200 | 250 | 300 | 150 |
| No. of defects | 5   | 7   | 8   | 4   | 9   | 6   |

P.T.O.



6. Distinguish between product layout and process layout. Bringout their applications and relative merits and de-merits.

### SECTION – C

Answer **any two** questions :

(2×12=24)

7. Discuss in detail TQM philosophy quoting Deming's 14 point management principles.
8. JIT and TQM are powerful tools to achieve world class manufacturing status. Discuss.
9. Write short notes on :
- a) Lean Manufacturing                      b) Six sigma                      c) Line Balancing.

### SECTION – D

10. Case Study

(1×15=15)

#### **Compulsory :**

XYZ company in Bangalore produces and markets 20 types of mechanical engineering products in India. It has HQ in Bangalore and 4 branches one each in North, South, East and West of India. It has large number of distribution centers across the country. Its main manufacturing plant in Bangalore has 10 Acres of land, 5 buildings, 1200 workforce (Includes 400 engineers and Managers), Huge machinery, computer workstations with nearly 200 pcs, and 10 main frame computers. It has a big workshop with CAD/CAM tools, CNC machines, Heavy machinery. After several years of business operations, the XYZ. Co. has recognized that by adopting strategic outsourcing and lean management, excellent improvements in its business performance can be achieved. It has now embarked on the plans of lean manufacturing. Now answer the following questions.

- a) Suggest the areas in which lean manufacturing can be incorporated.
- b) Give a ten-point advise to XYZCo. in implementing the Lean manufacturing.
- c) What benefits lean manufacturing can give to XYZ Co. ?
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