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Term End Examination – December, 2018
Diploma in Management (DIM)
2015 – 2016 Syllabus

DIM-06: Production and Operations Management

Time – 3 Hours

Full Marks – 100

*Answer all questions from 'Group-A', any four questions from 'Group-B',
any four questions from 'Group-C' and any two questions from 'Group-D'*

Group-A

1. Answer all the questions.

(1x10=10 Marks)

- i. When a tangible product is NOT included in the service, it is called
 - a. a direct service.
 - b. an intangible product.
 - c. a pure service.
 - d. a knowledge-based service.
- ii. Increases in productivity are difficult to achieve if
 - a. the task is more intellectual and personal.
 - b. the task is more quantitative and repetitive.
 - c. the task is more good-producing and standardized.
 - d. the task is more physical and tangible.
- iii. The critical path of a network is the
 - a. shortest time path through the network.
 - b. path with the fewest activities.
 - c. path with the most activities.
 - d. longest time path through the network.
- iv. A process focus is
 - a. a rapid, low-cost production that caters to constantly changing unique customer desires.
 - b. a production facility organized around specific activities.
 - c. organized around products.
 - d. based on the classical assembly line.
- v. A large quantity and large variety of products are produced in
 - a. product focus.
 - b. repetitive focus.
 - c. process focus.
 - d. mass customization.
- vi. Which of these statements accurately captures a current trend in operations?
 - a. Products and services are designed more quickly and by teams.
 - b. There is increased focus on local markets and local competition.
 - c. Cost competition is more important than any other basis for competition.
 - d. Jobs are increasingly specialized as workers focus on basic assembly tasks.

- vii. Productivity increases when
- inputs increase while outputs remain the same.
 - inputs and outputs increase proportionately.
 - inputs decrease while outputs remain the same.
 - outputs decrease while inputs remain the same.
- viii. Which appears to provide the best opportunity for increases in productivity?
- raw materials
 - capital
 - labor
 - management
- ix. The person who introduced standardized, interchangeable parts was
- Eli Whitney.
 - Henry Ford.
 - Adam Smith.
 - W. Edwards Deming.
- x. The person who developed plant-wide quality control systems was
- W. Edwards Deming.
 - Eli Whitney.
 - Frederick Taylor.
 - Henry Ford.

Group-B

2. Write notes on any four from the following (each within 50 words). (5x4= 20 Marks)

- Inventory management
- Production management
- ABC analysis
- Operation management
- Plant layout
- Factory location

Group-C

3. Answer any four questions (each within 200 words). (10x4=40 Marks)

- Explain the importance of production scheduling with example.
- What are the various methods to manage inventory? Discuss.
- How process layout is different from product layout? Explain with example.
- Discuss various roles and functions of production manager.
- How to select an ideal location to set-up a plant? Discuss.
- What are the different types of inventory? Explain with example.

Group-D

4. Answer any two questions (each within 250 words). (15x2=30 Marks)

- Discuss the core objectives of operations management. How is it related to quality and productivity?
- What is material management? Discuss about various inventory management techniques with example.
- Compare the qualitative and quantitative models of facility location with example.
- How are time and work study related? Discuss their significance for production and operation management.