

**Term End Examination- December, 2017**  
**Programme Title: Diploma in Management**  
**Course Title: Operation Management**  
**Course Code: DIM-06**  
**(Session: 2016-17)**

**Time – 3 hours**  
**Full Mark – 100**

**Answer any four questions from Group- 'A', any two questions from Group- 'B' and any three questions from Group- 'C'.**

**Group- 'A'**

**(Answer any four questions each within 100 words)**

**Q. No. 1**

**Marks: 5 X 4= 20**

- a) Describe requirements governing choice of a rural location of plant.
- b) What do you mean by production of Goods? Give two examples.
- c) Define histogram.
- d) Define post control and how it affects quality.
- e) What is risk management in today's business operation?
- f) Define process layout.
- g) Define Pareto principle.

**Group- 'B'**

**(Answer any two questions each within 250 words)**

**Q. No. 2**

**Marks: 10 X 2= 20**

- a) What is systems approach in operations management? Discuss with an example.
- b) Maintenance of plant and machinery factor in plant layout is vital. Discuss.
- c) Discuss financial management as a core responsibility of an operations manager.
- d) Enumerate benefits of statistical quality control.
- e) In what condition, you will choose suburban location for plant setup?

P.T.O

**Group- 'C'**

**(Answer any three questions each within 500 words)**

**Marks: 20 X 3= 60**

- Q. No. 3      What are models and why they are important to an Operations Manager?
- Q. No. 4      Kuber Enterprises require 270000 units of PET bottles annually. The cost of each PET bottle is Rs.3, the ordering cost per order is Rs.100 and the inventory carrying cost is Rs.6 per unit per year. What is the economic order quantity?
- Q. No. 5      What is Lean Six Sigma? Discuss the five principles of Lean Six Sigma.
- Q. No. 6      Briefly discuss each of these terms related to the historical evolution of operations management: a. Industrial Revolution, b. Scientific Management, c. Interchangeable Parts, d. Division of labour.
- Q. No. 7      Compare the common characteristics of different plant layouts.
- Q. No. 8      What is quality management? Describe its evolution.

(End of question paper)