

Term End Examination- June, 2017
Programme Title: Diploma in Management
Course Title: Operations 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) What is the *product in a service operation*? Define.
- b) Define *3PL logistics*.
- c) Define *flow chart*.
- d) Define *Pareto chart* with example.
- e) Define *continuous versus continual*.
- f) What is *lean culture*?
- g) Who should control '*A*' *category items* and why?

Group- 'B'

(Answer any two questions each within 250 words)

Q. No. 2

Marks: 10 X 2= 20

- a) Define transformation process and co-relate its processes for a transport firm.
- b) Proper communication is a prime responsibility of an Operations Manager. Discuss with example.
- c) What is plant layout? Discuss objectives of a good layout.
- d) Define kaizen with its key features.
- e) What is black belt in lean six sigma?

Group- 'C'

(Answer any three questions each within 500 words)

Marks: 20 X 3= 60

- Q. No.3 Discuss the term sustainability, and its relevance for business organization.
- Q. No.4 Explain the meaning and significance of plant location. How will you decide the location of a bakery plant?
- Q. No. 5 Plant layout is dependent on product output. Discuss with example and flow diagram.
- Q. No. 6 What is quality management system? What are the characteristics for a business process?
- Q. No. 7 What is Deming cycle? Where it is used? What are the benefits?
- Q. No.8 What is inventory control? Explain the various techniques of inventory control.