



INDIAN INSTITUTE OF MATERIALS MANAGEMENT
Post Graduate Diploma in Materials Management
Graduate Diploma in Materials Management

Dec 2014

PAPER No. 8

Operations Management

Date: 16.12.2014

Max. Marks: 100

Time: 10.00 a.m. to 1.00 p.m.

Duration: 3 Hrs.

Instructions:

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|--|-------------------------|
| 1. From Part A – answer all questions (compulsory). Each sub questions carries 1 mark. | Total: 32 Marks |
| 2. From Part B – Answer any 3 questions out of 5 questions. Each sub-question carries 16 marks. | Total : 48 Marks |
| 3. Part C is a case study (compulsory) with questions. Read the case study carefully and answer the questions. | Total: 20 Marks |
| 4. Please read the instructions given in the answer sheet. | |

Part – A

32 Marks

(attempt all questions Each sub questions carries 1 mark)

Q-1: Give the full forms of the following:

8 marks

- | | | | |
|--------|--------|--------|--------|
| 1. SCM | 2. EPS | 3. BEP | 4. EDQ |
| 5. SQC | 6. TQM | 7. ERP | 8. SBU |

Q-2: Match the following

8 marks

Column A

1. Location
2. Quality
3. Fatigue study
4. Strategic planning
5. Inventory Control
6. PERT
7. SQC
8. Maslow

Column B

- a) Work pause
- b) Performance Appraisal
- c) EOQ
- d) Proximity to raw material
- e) C chart
- f) Need hierarchy
- g) Attribute
- h) Top Management

Q-3: State whether the following are True or false

8 marks

1. Operations Management is the same as Operations Research.
2. Fayol's principles are best applicable to shop floor management.
3. Batch-production is suitable to pharmaceutical industries.
4. Supply refers to output produced.
5. Operations Management is not applicable to Financial Management.
6. Regression analysis can be used for forecasting.
7. JIT eliminates the need for inventories.
8. Taylor emphasised unity of command

Q-4: Choose the correct answer

1) The concept of division of labour was developed by

- a)Adam Smith b)Alfred Marshall c)Keyns d)Hicks

2) The success of Scientific Management requires

- a)Discipline b)Order c)Unity of directions d)Mental Revolution

3) Assembly line production is suitable for which industries

- a)Automobile b)Pharmaceutical c)Textile d)Agro based

4) The concept of one best way doing things was given by

- a)Taylor b)Fayol c)Vroom d)Herzeberg

5) At the top of hierarchy of human needs is

- a)Power b)Recognition c)Ego d)Self-actualisation

6) Ware housing creates

- a)Time utility b)Place Utility c)Both d)None

7) The father of Modern Management is

- a)Taylor b)Fayol c)George Terry d)Peter Drucker

8) Good infrastructure provides

- a) Internal Economics b) External Economics
c) Internal Diseconomies d) Cheap supply of labour

Part – B

48 marks

(Answer any 3 questions out of 5 questions. Each sub-question carries 16 marks.)

Q-5: Explain in detail, the factors affecting location.

Q-6: What are the differences and similarities between physical and non-physical product?

Q-7: Discuss in detail, the different aspects of production planning and production control.

Q-8: Discuss in brief, the different production systems.

Q-9: What factors influence consumer behaviour?

Part – C

Q-10: The numbers of defects per each group containing 10 radio sets are as follows. Draw a suitable chart and give your comments. **20 marks**

Group Number	1	2	3	4	5	6	7	8	9	10
Number of Defects	12	8	10	16	14	10	2	6	12	9
