

II Semester MBA (Day) Examination, Sept./October 2002  
(Semester Scheme)  
MANAGEMENT – 2.4 (B)  
Production and Operations Management

Time: 2 Hours

Max. Marks: 50

## SECTION – A

(3×2=6)

Answer any three questions. Each question carries 2 marks.

1. a) What is safety stock?
- b) What is intermittent flow shop?
- c) Define 'flow process chart'.
- d) Define 'moving average method'.
- e) What is Type 1 error?

## SECTION – B

(3×5=15)

Answer any three questions. Each question carries 5 marks.

2. Bring out the objectives of production management.
3. What are the factors to be considered for the location of a plant of a multinational company?
4. Distinguish between make-to-stock system and make-to-order system. Give examples.
5. What is SPT rule? Illustrate its application with an example.
6. Illustrate Gantt-chart which is used in a project with a suitable example.

## SECTION – C

(2×8=16)

Answer any two questions. Each question carries 8 marks.

7. How should the production function be organised? Explain.
8. List and explain different strategies of capacity planning.
9. Explain the various tools and techniques of plant layout.
10. Draw the network, determine earliest and latest start and finish time of the activities. Identify the critical activities.

P.T.O.

## 11. Compulsory (case study)

Every order for special items is assigned to an expeditor who sees it through production. The expeditors are somewhat demanding at times. If orders ahead of a special order would tie up all the available machines for several days, they insist on their specials being put ahead of other orders, even rush orders for regular items temporarily out of stock. They also insist at times, that machine setups be torn down and production halted on other orders to get the specials out faster. The production superintendent has finally told his foreman never to tear down a setup to put a special order on the machines and to let the specials wait their turn after regular stock rush orders.

- a) What line of authority should be set up to cover production situations like the above?
- b) Who should decide priority among orders?
- c) What authority should expeditors have?
- d) Should there be any expeditors?