



MBA 012

**I Semester M.B.A. in Aviation Examination, October 2011
OPERATIONS MANAGEMENT
(January 2011 Batch) and Re-sit (July 2010 Batch)**

Time : 3 Hours

Max. Marks : 80

Instructions : Section – 1 : Answer any 10 questions out of 15.

Max. marks in this Section are 30 (3 marks for each right answer).

Section – 2 : Answer all 10 questions.

Max. marks in this Section are 20 (2 marks for each right answer).

Section – 3 : Attempt any 2 out of 3 questions.

Max. marks in this Section are 30 (15 marks for each right answer).

SECTION – 1

Answer **any 10** out of 15 :

(10×3=30)

1. What is a process layout ?
2. What is MRP ?
3. Why control is needed ?
4. What do you understand by business process reengineering ?
5. What are the steps in value chain analysis ?
6. What do you mean by supply chain ?
7. List a few issues in using EQQ model.
8. What are the advantages of private offices ?
9. What is office filing and what are its categories ?
10. What are the advantages of open offices ?

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11. What are the advantages of oral communication ?
12. What is out-bound supply chain ?
13. What points must be considered while drafting correspondence ?
14. Highlight horizontal or flat filing.
15. What are the types of office environment ?

SECTION – 2

Answer **all** the questions :

(10×2=20)

True/False :

1. Services are tangible as well as intangible.
2. Globalisation has no impact on the manufacturing and services organization.
3. MRP deals with the problem of fluctuating inventories.
4. The scheduling logic in the Kanban system is known as pull strategy.
5. Planned shutdown operation focuses more on ensuring avoidance or breakdown without altering the capacity.
6. Continuous improvement requires application of several complex tools and techniques.
7. Work breakdown structure is for small projects.
8. MTBF is the mean time between the arrivals of failures.
9. Chances of congestion are high in an open office.
10. It is preferred that information of an urgent nature be transmitted orally.

SECTION – 3

Answer **any 2** out of 3 questions :

(15×2=30)

1. Explain office space planning and layout.
 2. What is the importance of purchase and supply chain management ?
 3. Explain centralized and decentralized filing.
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