VPM's
DR VN BRIMS, Thane
Programme: PGDM (2018-20)
PGDM Trimester I Examination September 2018

Subject	Operations Management		
Roll No.		Marks	60 Marks
Total No. of Questions	7	Duration	3 Hours
Total No. of printed pages	2	Date	26.09.2018

Note: Q1 is compulsory and solve any FOUR from the remaining SIX questions.
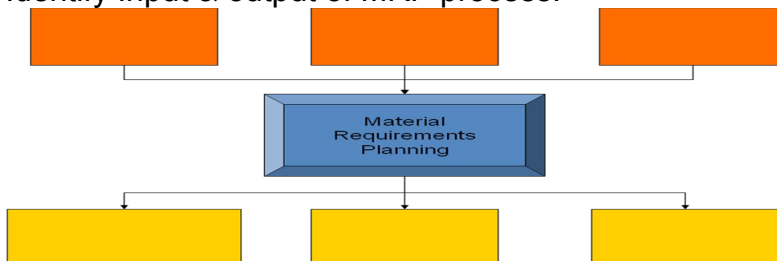
Q1) 20 Marks (Compulsory)
1. Identify The Major Differences Between Service And Manufacturing Organizations. Give An Example of A Service And Manufacturing Company And Compare Them? **(10 Marks)**
2. Is Operations Management Relevant To All Parts (Functions) of The Business? How? **(10 Marks)**

Attempt Any FOUR from the Remaining SIX Questions
Q2) *Any two from (a) or (b) or (c) ———————— (5x2) = 10 Marks*
a) Draw a fish bone diagram for "less participation of students in extracurricular activities"
b) The annual demand for a product is 350000 units, and then the annual carrying cost rate is 25% of the cost of the unit. The product cost $14.75 per unit to purchase, and each time the product is ordered the related ordering cost is $ 53
   i. What is the EOQ?
   ii. What is the Total annual Storing Cost (TSC) at EOQ?
   iii. How much would the TSC increase if the order quantity must be 2500 units?
   iv. Calculate number of orders placed per year
   v. Calculate time between orders.
c) Identify Input & output of MRP process.

Q3) *Any two from (a, (b) or (c) ———————— (5x2) = 10 Marks*
a) How does following variants affects the process
   a. Variety
   b. Volume
   c. Flow
b) Explain the difference between process and product layout with one example

OR

c) Exponential smoothing is used to forecast automobile battery sale. Two value of α are examined, α=0.8 and α=0.5. Evaluate the accuracy of each smoothing constant. Which is preferable **(10 Marks)**

Month	Actual Battery Sales	Forecast
January	20	22
February	21	
March	15	
April	14	
May	13	
June	16	

Q4) *Any two from (a), (b) or (c)* —————— *(5x2) = 10 Marks*

    a) What are the seven types of wastes explain with an example.

    b) Explain relationship between Push, Pull, Make to order and made to stock.

    c) The XYZ Company has just hired you as Production Manager of their North American Fabrication Facility. Your first job is to use MRP methodology to schedule production for the next nine weeks. The XYZ company has given you the following information to work with:1 a is made up of 1 b & 1c. 1 c is made up of 1 D.

Current Inventory Records			
Part	**Lead time(in Weeks)**	**Lot size**	**Inventory currently on hand**
A	1	LOT FOR LOT	125
B	3	100	875
C	2	LOT FOR LOT	55
D	1	50	900

Q5) *Any two from (a) or (b),(c)* —————— *(5x2) = 10 Marks*

    a) Use the sales data given below to determine: the predicted value for 2008 sale **(10 Marks)**

Year	Time Period(X)	Sales Units (Y)
2001	1	100
2002	2	110
2003	3	122
2004	4	130
2005	5	139
2006	6	152
2007	7	164

<div align="center">OR</div>

    b) Explain any five types of Inventory Classification with suitable example.

    c) Explain Pareto chart and state its application.

Q6) Answer following question…………………………. 10 Marks

Draw a flowchart for a process of interest to you, such as a quick oil-change service, a factory process you might have worked in, ordering a pizza, renting a car or truck, buying products on the internet, or applying for an automobile loan. Identify the points where something (People, information) waits for service or is held in work-in-process inventory, the estimated time to accomplish each activity in the process, and the total flow time, Evaluate how well the process worked and what might be done to improve it**. (10 Marks)**

<div align="center">OR</div>

Q7) Answer following question…………………………. 10 Marks

    a) Describe the primary inputs, outputs and conversion subsystems of the following: **(10 Marks)**

        1. dry cleaning
        2. electronic manufacturing
        3. fire station
        4. Employment office.
        5. Courier company