

Code No: MB1624/R16

MBA II Semester Supplementary Examinations, September-2022

PRODUCTION AND OPERATIONS MANAGEMENT

Time: 3 hours

Max. Marks: 60

*Answer Any FIVE Questions
All Questions Carry Equal Marks
Question No. 8 is Compulsory*

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| 1. | a) | Discuss the concept and significance of Production and Operations Management. | 6M |
| | b) | Explain the role and responsibilities of Production Manager. | 6M |
| 2. | a) | What is Production Planning and Control? Explain. | 6M |
| | b) | Discuss the different stages in Production Planning and Control. | 6M |
| 3. | a) | Discuss the role of technology in Managing Work Environment. | 6M |
| | b) | Explain the importance of Waste Management. | 6M |
| 4. | a) | What are Quality Improvement and Cost Reduction? Discuss. | 5M |
| | b) | Discuss the important elements of ISO 9000-2000. | 7M |
| 5. | a) | What is Inventory Control? Explain in brief. | 4M |
| | b) | Discuss the different systems of Inventory Control. | 8M |
| 6. | a) | What is New Product Development and design? Explain. | 4M |
| | b) | Discuss the different stages in New Product Development and design. | 8M |
| 7. | a) | Discuss the concepts of Quality. | 4M |
| | b) | What is Six Sigma? How does it work? | 8M |

8. **CASE STUDY- Service Blues** 12M

Service Blues! Jyoti had given her branded laptop for servicing to an authorized service centre to repair a damaged USB port. The laptop was to be given the next day, but when she went to take it that day, she was told that it was not ready. Jyoti had to wait for four more days before she was finally given her laptop. Because she was in a hurry while receiving the repaired laptop, she did not check the workings of the laptop at that time. On reaching home and switching on the laptop, she noticed that that LCD display had become problematic. The next day, she again went to the service centre and reported the display problem. Jyoti was aghast when she was informed that as she had signed the delivery documents, the service centre cannot take responsibility for the display problem. She was asked to fill up a fresh service requisition form to get the problem rectified and further was told that all expenses incurred in rectifying the problem had to be paid by her.

- i. In the context of the given case let, formulate a Quality Service Policy to ensure customer satisfaction.

1 of 1