Program: F.Y.Bcom (M S) **Semester:** II **Program Code:** UGMSO2

Course: Introduction to Operations Management **Course Code:** NUMS203

Duration: 1 Hour **Examination Pattern:** NEP-Autonomous - External **Max. Marks:** 30

Instructions:

1. All questions are compulsory.
2. Figures to the right indicate full marks.
3. Draw neat diagrams wherever necessary.

Examination:

REGULAR

Q. 1		**Attempt the following.**	[10]	Course Outcome	Knowledge Level
	(a)	**Read the case study and answer the questions.**	[05]		
		Sunshine bakery produces cakes and pastries. Recently, the bakery has been receiving a large number of orders. However, it is facing delays in delivery due to poor scheduling and shortage of raw materials. As a result, customers have started complaining about late deliveries. **Questions:** 1) Identify the operations management issues faced by Sunshine bakery. 2) Formulate a proper operation planning to help the bakery improve its performance?		CO1, CO3	L1, L6
	(b)	**Fill in the blanks with an appropriate answer from the alternatives given.**	[05]		

I	The primary role of operations in an organization is:					CO1, CO2, CO3 / L1, L2
	a.	Generating sales	**b.**	Converting inputs into outputs		
	c.	Hiring employees	**d.**	Preparing financial reports		
II	Customized production is called:					
	a.	Mass production	**b.**	Job production		
	c.	Continuous production	**d.**	Batch production		
III	Capacity means:					
	a.	Maximum output possible	**b.**	Total employees		
	c.	Total machines	**d.**	Total inventory		
IV	Operations Management mainly deals with:					
	a.	Marketing activities	**b.**	Production of goods and services		
	c.	Accounting functions	**d.**	Recruitment process		
V	Layout arranging machines according to sequence is:					
	a.	Process layout	**b.**	Product layout		
	c.	Cellular layout	**d.**	Fixed layout		

Q. 2		Attempt any ONE of the following.	[10]	Course Outcome	Knowledge Level
	(a)	Analyze the different types of production systems and explain their effects on business operations.		CO1	L4
		OR			
	(b)	Differentiate between manufacturing and service operations with suitable examples.		CO1	L4
Q. 3		Attempt any ONE of the following.	[10]	Course Outcome	Knowledge Level
	(a)	Evaluate how ABC analysis and EOQ contributes to better inventory management.		CO2	L5
		OR			
	(b)	Recommend the appropriate capacity planning decisions for growing organizations.		CO2	L5

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