

JK Lakshmipat University Jaipur
INSTITUTE OF MANAGEMENT

End Term Examination, May 2022
BBA, Semester IV, 2021-22

Roll No.....

OP1101: OPERATIONS MANAGEMENT

Time: 3 hours

Max. Marks: 100

Instructions to students:

1. Do not write anything other than your roll number on question paper.
 2. Read the instructions carefully as there are options provided in the section A & section B
 3. Use of non-phone calculator is allowed
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Section A : Attempt any 4 questions

- Q.1 What is Operations Management? What kind of 10 decisions an Operations Manager may be required to take? List the major KPI's an Operations Manager follows. 15 (LO1,3,4)
- Q. 2 What is Quality Function Deployment? How an operations manager can use the Kano Model? Explain using the diagram. 15 (LO2, 4)
- Q. 3 What are the 5 major principles of Lean Manufacturing? Explain the time study methodologies used in industry. 15 (LO1, 2)
- Q. 4 What is SCM? What are the major factors for SCD? How you can ensure that using I4.0 techniques can help you to remove the bullwhip effect (explain the effect), so that it doesn't hamper the operations in any organization. 15 (LO1, 3,4)
- Q. 5 What is ABC Inventory Classification? What is the importance of Safety Stock (Show graphically)? 15 (LO2,4)
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Section B

- Q Tata Motors is taking a decision about one business setup wherein they want to
1 evaluate the decision using Minimax and Maximax strategy based on the various
1 market conditions: 10
(LO1,
4,5)

Amount in 000'KINR	Market Condition Payoff Table		
Decision	1	2	3
If they Expand (A)	1	2	0.5
If they Buy Land (B)	0.8	1.2	0.9
If they Stay with Current Condition (C)	0.7	0.9	1.7

Determine the best decision the company can take using the following decision criterion: -

- a) Maximax
- b) Minimax

- Q Fill in the blanks: 10
(LO1,
4)
- 2 1. Top 5 KPI's of Operations Manager are SQDIP, namely,
....., ..., ..., ...
2. Cost of Poor Quality is &
3. Lean focuses on elimination & 6 Sigma focuses on
..... reduction.
4. Tolerance Limit (USL, LSL) is Specification and Control Limits
(UCL, LCL) is Variation.

Attempt any one question from given below questions

- Q Eicher Motors makes Bullet bikes, last year the cost of goods sold was 425 million 20
 . INR. The company had the following average value of production materials and (LO
 3 parts, WIP & Finished Goods Inventory. 4.5)

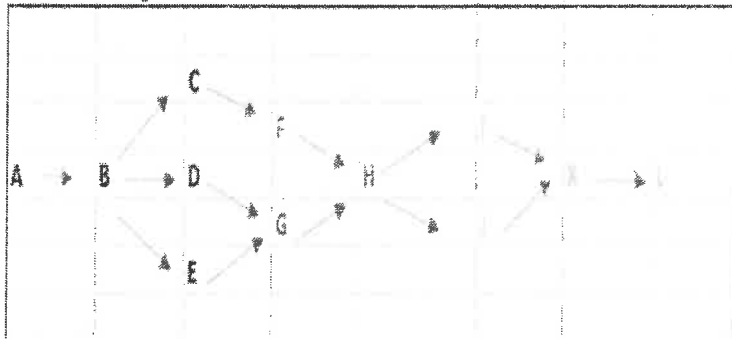
Description	Amount (INR)
Production parts	4629000
WIP	17465000
FG	12322000

Find out the total Inventory Turns (IT) and Days of Supply (DoS) being held in inventory.

OR

- Q CNH is having Customer requirement of 500 nos of Tractors in one shift operation (20
 . 8 Hours). There are 12 task with operations time in seconds (secs) as listed below and (LO
 3 precedence diagram is also shown. 4.5)

Precedence Diagram



Task	OP-1 (Secs)
A	15
B	23
C	17
D	42
E	15
F	37
G	5
H	12
I	34
J	27
K	18
L	7

Find out the following: -

1. Takt Time
2. How Many Stations should be designed?
3. Find out the work content in each station
4. What is the total line balancing? Make the graphical detail.

All the best!

