

**MANAGEMENT PROGRAMME**

**(MP)**

**Term-End Examination**

**June, 2025**

**MS-53 : PRODUCTION/OPERATIONS**

**MANAGEMENT**

*Time : 3 Hours*

*Maximum Marks : 100*

*(Weightage : 70%)*

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**Note :** (i) *Attempt any **five** questions.*

(ii) *All questions carry equal marks.*

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1. What is operations management ? Discuss the characteristics of production system. What is control in production management ? How is Feedback Control different from 'Feedforward Control' ?

2. Explain the term Total Quality Management (TQM). What is 'House of Quality' ? Discuss the various steps involved in the development process of (HQ).
3. What is Delphi technique ? List down the guidelines to conduct an effective Delphi study. Briefly explain the benefits and limitations of Delphi study.
4. What is Capacity Planning ? How is capacity planning for a single-stage system different from a multi-stage system ? Explain 'Traditional Economic Analysis' with an illustration.
5. What is Facility Planning ? Explain different types of process layouts consisting in facility planning. How is product layout different from process layout ?
6. What is Just-in-Time ? Briefly explain the characteristics of Just-in-Time. How is Kanban system different from Just-in-Time technique ?

7. Write short notes on any *four* of the following :

- (i) Material Requirement Planning (MRP)
- (ii) Total Productive Maintenance (TPM)
- (iii) Computer Integrated Manufacturing (CIM)
- (iv) Forecasting *vs.* Prediction
- (v) Forecast Errors

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