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(Pages : 2)

Name.....

Reg. No.....

**FIFTH SEMESTER (CBCSS—UG) DEGREE EXAMINATION
NOVEMBER 2025**

B.B.A.

BBA 5B 09—OPERATIONS MANAGEMENT

(2019 Syllabus)

Time : Two Hours and a Half

Maximum : 80 Marks

Part A*Answer all questions.*

1. What do you mean by method study ?
2. Define Operations Management.
3. Define Capacity.
4. Write a note on E-commerce.
5. What is a quality circle ?
6. What is Scientific Management ?
7. Mention two uses of a histogram.
8. Define Inventory Control.
9. What is aggregate planning ?
10. Define maintenance management.
11. What is a plant layout ?
12. Give a brief note on the strategic planning process.
13. Mention two characteristics of non-manufacturing operations.
14. What is safety stock ?
15. Define a control chart.

(15 × 2 = 30, Maximum ceiling 25 marks)

Turn over

Part B

Answer all questions.

16. Explain the scope of operations management.
17. Explain Statistical quality control ?
18. Define work study. What are its objectives ?
19. Define quality and explain its importance in operations.
20. Discuss the different methods of capacity planning.
21. What are the factors influencing plant location ?
22. What are the different types of capacity in operations management ?
23. What are the objectives of Material Requirement Planning ?

(8 × 5 = 40, Maximum ceiling 35 marks)

Part C

*Answer any **two** questions.
Each question carries 10 marks.*

24. Explain the different techniques used in the control process.
25. What is process selection ? Explain the types of processes in detail.
26. Briefly explain the various steps involved in developing a new plant layout.
27. What is a quality circle ? Explain its objectives and advantages.

(2 × 10 = 20 marks)