

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA

ACADEMIC YEAR - 2018-2019

COURSE : 4th Semester of 2-year M.Sc. in HA
 SUBJECT : Production & Operations Management
 TIME ALLOWED : 03 Hours MAX. MARKS: 100

Marks allotted to each question are given in the brackets)

Q.1. What is the role of Forecasting in capacity planning? Explain with a suitable example.

OR

Explain the process lay out and give the advantages and dis-advantages. (10)

Q.2. What are the effects of demand uncertainty? How to reduce the demand uncertainty?

(10)

OR

Draw a network diagram for the activities given below and determine the critical path:

No.	Description of activity	Duration of activity	Immediate predecessor activity
A	Equipment design	12	-
B	Site selection	8	A
C	Vendor selection	4	A
D	Personnel selection	3	A
E	Site preparation	12	B
F	Manufacture generator	18	C
G	Operations manual preparation	5	C
H	General installation	4	E,F
I	Operator training	9	D,G
J	Obtaining license	6	H,I

(5+5=10)

Q.3. Explain the inputs and outputs in material requirement planning. (10)

Q.4. Explain the characteristics of just-in-time system. (10)

- Q.5. Define the meaning in two lines for **any five** of the following:
- | | |
|--------------------------|--------------------------------|
| (i) ERP | (ii) Motion study |
| (iii) JIT | (iv) Scheduling and sequencing |
| (v) Operation management | (vi) Project management |
| (vii) Codification | |
- (5x2=10)
- Q.6. Distinguish between qualitative and quantitative methods of forecasting and also explain some applications of forecasting in operations management. (10)
- Q.7. What are various steps involved in work method analysis and the role of flow process chart in analysis procedure? (10)
- Q.8. Write short notes on **any two** of the following:
- (a) CPM
 - (b) Total productive maintenance
 - (c) Kanban systems
- (2x5=10)
- Q.9. **A** Define TQM. What is the role of employee motivation and process control in TQM?
- (a) Strategic analysis and choice does not involve:
 - (i) Corporation mission
 - (ii) Company strength and weakness
 - (iii) Invention
 - (iv) External threats and opportunities
 - (b) Which one of the following is not a project type by size:
 - (i) Large project
 - (ii) Medium project
 - (iii) Small project
 - (iv) Miniature project
 - (c) Which one of the following is not a type of capacity:
 - (i) Design capacity
 - (ii) Intended capacity
 - (iii) Effective capacity
 - (iv) Actual capacity

(d) The following is not part of a supply chain:

- (i) Manufacturer
- (ii) Distributor
- (iii) Bank
- (iv) Retailer

(e) A product structure is part of:

- (i) Inventory
- (ii) Demand forecast
- (iii) MRP
- (iv) Group technology

B State True or False:

- (i) It is possible to use mass customization for manufacturing all types of products.
- (ii) LCL country means low cost labour country.
- (iii) Factor and location ratings are used to screen for better location options.
- (iv) Effective capacity is the maximum possible capacity requirements planning.
- (v) Project indirect cost is mainly the cost of supervision during the implementation of the project.

(5+5=10)
