Register No : ___________________

THE KAVERY ENGINEERING COLLEGE

(An Autonomous Institution)

MBA DEGREE END SEMESTER THEORY EXAMINATIONS, NOV/DEC 2025

Second Semester

Master of Business Administration

BA4204 / PMBT2424 - Operations Management

Regulations – 2021 & 2024

Duration: 3 Hrs *Maximum: 100 Marks*

*PART – A (ANSWER ALL QUESTIONS) (Marks 10*2=20)*

Q.No	*Questions*	*BLT*	*CO*	*Marks*
1.	Define Operations management.	L1	1	2
2.	Compare Services and Goods.	L2	1	2
3.	Interpret the term Capacity Planning.	L2	2	2
4.	List out location models in operation management.	L1	2	2
5.	Recall the meaning product design.	L1	3	2
6.	List out any two tools for efficient product development.	L1	3	2
7.	List any four needs for Demand Forecasting.	L1	4	2
8.	Why should we plan for Inventory?	L1	4	2
9.	Define Total Quality Management.	L1	5	2
10.	Outline the benefits of Six Sigma.	L2	5	2

*PART – B (ANSWER ALL QUESTIONS) (Marks 5*16 = 80)*

Q.No			*Questions*	*BLT*	*CO*	*Marks*
11.	a		Illustrate the functions and Challenges in operations management with suitable examples.	L2	1	16
			Or			
	b	i	Illustrate framework of Operation Management.	L2	1	8
		ii	Interpret the Transformation process with neat example.	L2	1	8
12.	a	i	Outline the methods for Developing capacity alternatives.	L2	2	8
		ii	Summarize the procurement process with references.	L2	2	8
			Or			
	b		Explain the Steps in Selection with its challenges in detail.	L2	2	16
13.	a		Discuss the Product development process in detail with suitable industrial examples.	L6	3	16
			Or			
	b		Discuss the Types of facility Layout with neat sketch and reference from Automobile industry.	L6	3	16

14.	a		Discuss the various types and steps involved in demand forecasting.	L6	4	16
			Or			
	b		Build the different techniques involved in inventory planning and control.	L6	4	16
15.	a	i	Evaluate the concept of Total quality management philosophy.	L5	5	8
		ii	Interpret any Five Quality management Tools with suitable example.	L5	5	8
			Or			
	b	i	Interpret the 5S methodology contribute to Lean Management.	L5	5	8
		ii	Interpret the concept of Just-in-Time (JIT) production.	L5	5	8