



M.B.A. (Semester – III) Examination, June 2017
(Under Distance Learning)
OPERATIONS IN SERVICE INDUSTRY

Date : 13-06-2017

Time : 2.30 p.m. to 5.30 p.m.

Total Marks : 70

- Instructions :** 1) Answer **any five** questions.
2) **All** the questions carry **equal** marks.

1. Explain the meaning of inventory and why is inventory is importance in Retail Sector.
2. Explain the relation between Collaborative planning, Forecasting and Replenishment.
3. Explain the scope of outsourcing in operation management.
4. What do you understand by World Bank operation and what type of operation activity take place in banking sector ?
5. What is retail management and explain the responsibilities of the store manager in retail sector ?
6. Explain different between BPO and KPO.
7. "Services are very different from manufacturing. Therefore, it is not appropriate to use the same set of principles for managing operations in manufacturing and service organization". Do you agree with this statement ? Give reasons in support of your argument.
8. Short notes (**Any 3**) :
 - a) ERP implementation in Healthcare industry.
 - b) Scope of Logistics.
 - c) Type of Insurance in operations.
 - d) Event management operation.



**M.B.A. (Semester – III) Examination, June 2017
(Under Distance Learning)
STATISTICS AND QUANTITATIVE TECHNIQUES**

Date : 14-06-2017

Time : 2.30 p.m. to 5.30 p.m.

Total Marks : 70

- Instructions :** 1) Answer **any five** questions.
2) **All** the questions carry **equal** marks.

1. Explain what do you understand by fundamental principles of Game theory.
 2. What do you understand by Single Server Models and Multi Server Models ?
 3. Explain the role of Monte Carlo Simulation in Quantitative Techniques.
 4. What do you understand by Lowest Cost Entry Method and Vogel's Approximation method ?
 5. Explain applications of Bayes' Theorem.
 6. What do you understand by Linear Programming and what are the objectives of Linear Programming ?
 7. Explain Multiplication Theory of probability.
 8. Short notes (**Any 3**) :
 - a) Correlation Terminologies.
 - b) Graphical Solutions to LPP.
 - c) Role of test for optimization in transportation.
 - d) Conditional Probability.
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FM 410

M.B.A. (Semester – III) Examination, June 2017
(Under Distance Learning)
LOGISTIC AND SUPPLY CHAIN MANAGEMENT

Date : 15-06-2017

Time : 2.30 p.m. to 5.30 p.m.

Total Marks : 70

Instructions : 1) Answer **any five** questions.

2) **All** the questions carry **equal** marks.

1. What do you understand by the term supply chain management and explain how logistics and supply chain management are related to each other ?
 2. What is the role of inventory in supply chain management ?
 3. Explain the role of E-business in supply chain management.
 4. How material handling is related to transportation and warehousing ?
 5. Explain the relation between Market Consideration, Product Consideration and Middlemen Consideration.
 6. Explain the role of International logistics.
 7. Short notes (**Any 3**) :
 - a) Kanban system.
 - b) Aggregate planning.
 - c) Role of layout in supply chain management.
 - d) Fundamentals of logistics management.
 8. Explain the relationship between SRM, ISCM and CRM.
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**M.B.A. (Semester – III) (Under Distance Learning)
Examination, June 2017
WORLD CLASS MANUFACTURING**

Date : 16-06-2017

Time : 2.30 p.m. to 5.30 p.m.

Total Marks : 70

Instructions : 1) Answer *any five* questions.
2) *All* the questions carry *equal* marks.

1. What role Product and Process Design play in world class Manufacturing ?
 2. How Toyota production system is a part of world class manufacturing ?
 3. How business process reengineering is a part of modern techniques in operation management ?
 4. Explain the relationship between Equipment Maintenance and Total productive Maintenance ?
 5. Explain the with the help of an example the changing scenario in manufacturing.
 6. Explain the term Customer Services and also tell any five customer services trends which we can't ignore.
 7. What do you understand by the term Six Sigma and also explain the tools for lean six sigma ?
 8. Short notes (**any 3**) :
 - a) Flexible Work force.
 - b) Total Quality Management.
 - c) Performance Measurement.
 - d) Game Theory.
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