

**COURSE CODE - 3040503**  
**PG DIPLOMA EXAMINATION - JAN 2009**

**PGDMAT.MGT**  
**OPERATION MANAGEMENT**

(For Candidate Admitted from Calendar 2007 Onwards)

**Time: 3 hours**

**Max. Marks: 75**

**Section - A**

**Answer all the Questions:**

**15 x 1 = 15**

1. Define operation management.
2. What is motion study?
3. What is meant by production?
4. Define Decision Making.
5. What is meant by Quality control?
6. What is B.E.P?
7. What is meant by maintenance management?
8. What is TQM?
9. Write any three types of Decision.
10. What is flow chart?
11. What is meant by method study?
12. What is PERT?
13. What is SQC?
14. Write the types of control charts
15. What is meant by automated control?

**Section - B**

**Answer Any Five Questions:**

**5 x 6 = 30**

16. a. What are the advantages of operation management?

**(Or)**

- b. What is the function of operation management?

17. a. Write a short note on network analysis

**(Or)**

- b. What are the functions of production manager?

18. a. Write the objectives of production planning

**(Or)**

- b. What are the factors involved in productivity?

19. a. Write the scope of maintenance management

**(Or)**

- b. What are the types of maintenance?

20. a. Discuss the functions of quality control?

**(Or)**

- b. What are the importances of quality control?

**Section - C**

**Answer any Two Questions:**

**2 x 15 = 30**

21. Discuss the nature and scope of operations management.
22. Explain in detail about the qualities of production manager.
23. What are the techniques involved for decision making?
24. Write in detail the advantages and disadvantages of maintenance management.
25. Draw a control chart for the following and state your conclusion.

Sample No (each of 100)	No. of defective	Fraction defective
1	12	0.12
2	10	0.1
3	6	0.06
4	8	0.08
5	9	0.09
6	9	0.07
7	7	0.1
8	10	0.1
9	11	0.11
10	8	0.08