



K21U 2127

Reg. No. : .....

Name : .....

**III Semester B.B.A. (TTM)/B.B.A. Degree (CBCSS – Sup./Imp.)**

**Examination, November 2021**

**(2015 – '18 Admissions)**

**Core Course**

**3B05 BBA (TTM)/BBA : OPERATIONS MANAGEMENT**

Time : 3 Hours

Max. Marks : 40

**SECTION – A**

Answer the **four** questions. **Each** question carries ½ mark.

1. Define operation management.
2. What is product development ?
3. What is process selection ?
4. Explain TQM.

**SECTION – B**

Answer **any four** questions. **Each** question carries 1 mark.

5. What is material management ?
6. Explain Pareto diagrams.
7. What is process design ?
8. What is product selection ?
9. Explain green manufacturing.
10. What is histogram ?

P.T.O.



## SECTION – C

Answer **any six** questions. **Each** question carries **3** marks.

11. What are the objectives of operation management ?
12. Write the difference between goods and services.
13. What are the stages in the product development process ?
14. Explain mass production. Write its advantages.
15. Write a note on six sigma.
16. What are the objectives of purchasing management ?
17. What are the factors should be consider for the industrial building ?
18. Why the production managers are more concerned about capacity design ?

## SECTION – D

Answer **any two** questions. **Each** question carries **8** marks.

19. Write an essay on objectives and techniques of work measurement.
20. What is the role of advanced manufacturing technologies in service quality management ?
21. What is maintenance management ? Write its functions, objectives and types.