

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA**ACADEMIC BATCH – 2014-2016**

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 brackets)

- Q.1. Explain organized problem solving in detail. (10)
- Q.2. Explain different types of layout with a neat diagram. (10)
- Q.3. Explain the Basic Inventory Model. (10)
- Q.4. Explain the elements required for MRP implementation. (10)

OR

Forecast values and the actual values are given below:

Quarter	Forecast demand	Actual demand
1	100	90
2	100	95
3	100	115
4	110	100
5	110	125
6	110	140

Calculate:

- (a) RSFE (b) Forecast error (c) Cumulative error
(d) MAD (e) Tracking signal

(5x2=10)

- Q.5. Define (**any five**):
- | | |
|------------------------------|------------------------|
| (a) Quantity control | (b) Rating |
| (c) Methods study | (d) TQM |
| (e) Operations process chart | (f) Volume flexibility |
- (5x2=10)
- Q.6. Explain the characteristics of JIT system (10)
- Q.7. Explain the concept of forecast with a neat diagram. (10)
- Q.8. What are the various issues in Materials Management?
OR
Explain the importance and application of forecasts in production operations management. (10)
- Q.9. Write short notes on:
- | |
|---|
| (a) Steps in aggregate planning |
| (b) Various classification of production system |
- (5+5=10)
- Q.10. **A** Choose the right answer:
- (i) A unique Japanese information system that harmoniously controls the production quantities in each process:
- | |
|---------------------|
| (a) Kanban system |
| (b) Japanese system |
| (c) Elbert system |
| (d) Shiego system |
- (ii) Input is equal to:
- | |
|------------------------|
| (a) Excess + Waste |
| (b) Output minus Waste |
| (c) Output + Input |
| (d) Output + Waste |
- (iii) An average that is repeatedly updated is known as :
- | |
|-------------------------|
| (a) Composition Average |
| (b) Repeated Average |
| (c) Summation Average |
| (d) Moving Average |

- (iv) SPT refers to:
- (a) Shortest processing time
 - (b) Shortest production time
 - (c) Shortest prevention time
 - (d) Shortest publishing time
- (v) When goods and services are produced by performing same activities in specified sequence repetitiveness, we call it a:
- (a) Batch production
 - (b) Job shop production
 - (c) Mass production
 - (d) Assembly line production

B Match the following:

- | | |
|------------------------------------|-------------------------|
| (a) Profit | (i) RSFE/MAD |
| (b) Device for recording a process | (ii) High, Medium, Low |
| (c) HML classification | (iii) Group technology |
| (d) Similarity in design | (iv) Flow process chart |
| (e) Tracking signal | (v) Revenue minus cost |
- (5+5=10)
