

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
AND CATERING TECHNOLOGY, NOIDA**ACADEMIC YEAR - 2017-2018**

COURSE : 4<sup>th</sup> Semester of 2-year M.Sc. in HA  
SUBJECT : Production & Operations Management  
TIME ALLOWED : 03 Hours MAX. MARKS: 100

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Marks allotted to each question are given in the brackets)

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- Q.1. Discuss the emerging roles of Production & Operations manager in India. (10)
- Q.2. Explain the Qualitative and Quantitative method of demand forecasting with relevant examples. (10)
- Q.3. What are the location factors to be considered for a Restaurant? How will you decide the layout after identifying the location of the restaurant site? (5+5=10)
- Q.4. Define **any five** of the following terms:
- |                               |                                |
|-------------------------------|--------------------------------|
| (a) Capacity utilization rate | (b) Job shop production system |
| (c) Decision tree analysis    | (d) Kaizen                     |
| (e) Break even analysis       | (f) Service facility layout    |
| (g) Motion study              |                                |
- (5x2=10)
- Q.5. With the following data calculate standard production per shift of 8 hours' duration:
- |  |
|--|
| (a) Observed time per unit = 8 minutes   |
| (b) Total allowance = 30% of normal time |
| (c) Rating factor = 150%.                |

**OR**

Explain the relevance of Management Information System in production, planning and control. (10)

Q.6. A copper manufacturing company has designed capacity of 80,000 tons of copper per day, effective capacity is 70,000 tons per day and an actual output is 65,000 tons per day. Compute the efficiency of the plant and its utilization.

**OR**

Explain the purpose, scope and steps involved in aggregate production planning. (10)

Q.7. Distinguish between the following (**any two**):

- (a) Scheduling and sequencing
- (b) Forward scheduling and backward scheduling
- (c) Mass production and batch production system

(2x5=10)

Q.8. Explain the concept of Total Productive Maintenance (TPM) alongwith various types of maintenance.

**OR**

“Both Service and production sector is undergoing rapid technological changes”. Highlight the industrial sectors where advance manufacturing system has been adopted successfully, in context to Indian scenario.

(10)

Q.9. Explain the concept of Material Requirement Planning along with its objectives.

**OR**

Explain the role of MIS in planning and controlling of activities in hospitality sector.

(10)

Q.10. **A** Match the following:

(a) Total Quality Management aims at	(i) Quality as fitness for use
(b) Total Productive Maintenance	(ii) Time study
(c) Amount of time that a job is expected to take	(iii) Zero breakdown
(d) Joseph Juran	(iv) Forward integration
(e) F.W. Taylor, Frank and Gilbreth	(v) Standard time
	(vi) Kaizen

**B** State True or False:

- (i) JIT is based on Pull System
- (ii) One of the assumptions of Economic Order Quantity(EOQ) is that lead time is constant.
- (iii) Process design is concerned with the design of the individual manufacturing operation.
- (iv) P.D.C.A. cycle is associated with W.Edward Deming.
- (v) The assignment of jobs at various work centres is called dispatching.

(5+5=10)

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