

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA**ACADEMIC BATCH – 2015-2017**

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. What is Operation Management? What are the roles and responsibilities of operation manager?

(3+7=10)

Q.2. What is buffer layout? Suggest and draw indoor lunch for buffet layout for 200 international conference delegates.

(2+8=10)

Q.3. List and explain the various techniques used in classification of inventories.

OR

What is MRP? List and explain the various elements involved in MRP.

(10)

Q.4. What is JIT? Explain wastes referred in JIT.

(3+7=10)

Q.5. What is aggregate planning? What are the various ways or techniques of aggregate planning?

OR

Define design capacity, normal capacity. A plant has a normal capacity of 1000 units. The actual capacity achieved is 800 units. Calculate the efficiency of the plant.

(3+3+4=10)

Q.6. What is total productive maintenance (TPM)? Explain the principles involved in TPM.

(10)

Q.7. Write short notes on **any two** of the following:

- (a) Flexible manufacturing system (b) Economic order quantity
(c) Use of computers in production and operation management

(2x5=10)

Q.8. Define **any five** of the following terms:

- (a) Scheduling and sequencing (b) Productivity
(c) Capacity planning (d) Standard time
(e) Quality (f) Breakdown maintenance
(g) Job enrichment

(5x2=10)

- Q.9. What is forecasting? What are the objectives of demand forecasting? (10)

OR

Following table indicates forecasted and actual demand during a six week period:

Week	Forecasted demand	Actual demand
1	800	900
2	850	1000
3	950	1050
4	950	900
5	1000	900
6	975	1000

Compute Mean Absolute Deviation and tracking signal. Comment on your results. (4+4+2=10)

- Q.10. What is work method study and analysis? Explain the steps involved in work method study. (10)

OR

A work inspector records the following time while observing a worker who is engaged in packing a food product. He made six observation and following are the timings observed:

Observation	Time in minutes
1	5.2
2	5.15
3	4.8
4	4.9
5	5.1
6	4.85

Performance rating of the worker for this task is 1.2.

Relaxation allowances given is 20%

Calculate:

- (a) Normal time
(b) Standard time for packing the product.

(5+5=10)
