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Reg.No :

Name :

MAHATMA GANDHI UNIVERSITY, KOTTAYAM
MGU-BBA (HONOURS) REGULAR EXAMINATION MARCH 2026
FOURTH SEMESTER
Core Course(CC) - MG4CCRBBA202 - OPERATIONS MANAGEMENT
(2024 ADMISSION ONWARDS)

Duration: 2 Hours

Maximum Marks: 70

Remember(K), Understand(U), Apply(A), Analyse(An), Evaluate(E), Create(C), Skill(S), Interest(I) and Appreciation(Ap)

Students should attempt at least one question from each course outcome to enhance their overall outcome attainability.

Part A

Short Answer Questions(four to five sentences)

A choice between two options for each question, answer five short answer questions, one from each pair,
Each question carries 3 marks

1a. Identify two types of industries where Job Shop Production is adopted. [An] / [CO1]

OR

1b.. Identify two industries where batch production is commonly used. [An] / [CO1]

2a. What is meant by the Five Ps of Production? [U] / [CO1]

OR

2b. Identify any three core concepts involved in Operations Management. [U] / [CO1]

3a. Summarize two professional services and explain why they belong in this category. [U] / [CO2]

OR

3b. How does product volume influence process selection? [An] / [CO2]

4a. Why is coordination difficult in fixed-position layout? [A] / [CO3]

OR

4b. What are the disadvantages of centralised purchasing? [A] / [CO3]

5a. Differentiate between social sustainability and environmental sustainability. [An] / [CO4]

OR

- 5b. Explain the importance of automation in modern industrial production. [An] / [CO4]

[5x3 = 15]

Part B

Short Essay

A choice between two options for each question, answer three short essay questions, one from each pair,
Each question carries 5 marks

- 6a. Explain the functions of Operations Management in an organization. [K] / [CO1]

OR

- 6b. Explain strategic, tactical and operational decisions with examples. [U] / [CO1]

- 7a. Discuss the DMAIC methodology and explain the activities performed in each phase [U] / [CO4]

OR

- 7b. Define Total Quality Management (TQM) and explain its objectives. [K] / [CO4]

- 8a. Discuss 5S audit and evaluation. [An] / [CO4]

OR

- 8b. Discuss the relationship between Industry 4.0 and smart manufacturing with suitable examples. [An] / [CO4]

[3x5 = 15]

Part C

Long Essay

A choice between two options for each question, answer two long essay questions, one from each pair,
Each question carries 20 marks

- 9a. Evaluate the suitability of batch production for diverse industries, providing examples and justification. [E] / [CO2]

OR

- 9b. Production Planning and Control are interrelated and interdependent. Demonstrate. [A] / [CO2]

- 10a. Explain in detail the concept of standard time and its components. [A] / [CO3]

OR

- 10b. Discuss the importance of work study in achieving higher productivity, cost reduction, and efficient resource utilization. [A] / [CO3]

[2x20 = 40]