



# UNIVERSITY OF THE PUNJAB

B.S. 4 Years Program /Eighth Semester – 2019

Paper: Operation & Production Management

Course Code: COMM-411 Part – I (Compulsory)

Time: 15 Min. Marks: 10

Roll No. in Fig. ....

Roll No. in Words. ....

Signature of Supdt.: .....

**ATTEMPT THIS PAPER ON THIS QUESTION SHEET ONLY.**

**Division of marks is given in front of each question.**

**This Paper will be collected back after expiry of time limit mentioned above.**

**Q.1. Encircle the correct option.**

**(10x1=10)**

1. Which one of the following is the goal of work sampling?

- A. Studying Individual human motions that are used in a job task
- B. Determine the length of time it will take to undertake a particular task
- C. Determining the amount of time a worker spends on various activities
- D. Specifying the content and methods to perform a job

2. Operations management can be done in \_\_\_\_\_ industry;

- A. Service
- B. Manufacturing
- C. A & B
- D. None

3. Implementation of policies is the responsibility of:

- A. Management
- B. Administration
- C. A & B
- D. None

4. The time theory was introduced by:

- A. Winslow Taylor
- B. Henry Fayol
- C. W Gilbreth
- D. None

5. A structure of people who work together for some common goal is called:

- A. Leading
- B. Organization
- C. Organizing
- D. None

6. Within the operations function, which one of the following is a long-term management decision?

- A. Non-operational decision
- B. Strategic decision
- C. Tactical decision
- D. Control decision

**P.T.O.**

7. Which of the following best describes the ISO?;

- A. International Organization for Statements
- B. International Operations for Statements
- C. International Organization of Standardization
- D. None

8. All of the following are the decision areas of an operations manager EXCEPT:

- A. Financial Reporting
- B. Inventory management
- C. Scheduling tasks
- D. Supply chain management

9. Which of the following refers the way an organization chooses to produce its good or services?

- A. Process reengineering
- B. Process redesign
- C. Process design
- D. Process Selection

10. An automatic car wash is an example of which of the following?

- A. Customized service
- B. Batch processing
- C. Intermittent processing
- D. Standardized Service



**ATTEMPT THIS (SUBJECTIVE) ON THE SEPARATE ANSWER SHEET PROVIDED**

**Q2. Give short answers.**

**(10X2=20)**

- I. Define Operations Management.
- II. What is the importance of operations management?
- III. Define Business.
- IV. Write any two differences between Management and Administration.
- V. Write any four qualities of a good operations manager.
- VI. Write the names of stages in the product life cycle.
- VII. Define scheduling.
- VIII. What is standardization?
- IX. What is Simplification?
- X. Write any four factors influencing to Location decisions.

**Q3. What is a plant layout? Discuss different types of plant layouts. (10 Marks)**

**Q4. Explain the term “Forman” and also the work of Forman. (10 Marks)**

**Q5. What is a business feasibility study? Explain the contents of business feasibility study. (10 Marks)**