



UNIVERSITY OF THE PUNJAB

B.S. 4 Years Program / Eighth Semester – Spring 2022

Paper: Operation & Production Management

Course Code: COMM-411

Roll No.

Time: 3 Hrs. Marks: 60

THE ANSWERS MUST BE ATTEMPTED ON THE ANSWER SHEET PROVIDED

Q.1. Write short answers to the following questions. (15x2=30)

- I. Define Operations Management.
- II. What is a qualitative forecasting model?
- III. Define Scheduling.
- IV. What is meant by inventory control?
- V. Explain the importance of operations management.
- VI. What is design layout?
- VII. Briefly explain business feasibility study.
- VIII. Identify the term Seasonality.
- IX. Differentiate between goods and services.
- X. Write down two pros and cons of outsourcing.
- XI. Enlist qualities of a good operations manager.
- XII. Enlist the seven tools of total quality management.
- XIII. Define term simplification & standardization.
- XIV. Briefly discuss product life cycle.
- XV. Define forecasting and enlist types of forecasting.

Write detailed answers to the following questions. (3x10=30)

- Q2. What is process design? What are various types of process design?
- Q3. Explain various forms of layouts with examples.
- Q4. Identify the 10 strategic operations management decisions.