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III Semester M.B.A. (Day & Eve.) Examination, June/July 2024
(CBCS) (2022 – 23)

MANAGEMENT

Paper – 3.2 : Project and Operations Management

Time : 3 Hours

Max. Marks : 70

SECTION – A

Answer **any five** questions. **Each** question carries **five** marks. **(5×5=25)**

1. What are the five phases of project management ? Explain each phase briefly.
2. How is a project different from daily operations of a business firm ? Explain with suitable examples.
3. Explain the interdependent relationship of production management with the other functions of a business.
4. Discuss the seven wastes in production with appropriate examples.
5. Explain the meaning and application of the six sigma concept in production.
6. What are quality circles ? How do they support efficiency in a business firm ?
7. What is meant by vendor selection and rating ?

SECTION – B

Answer **any three** questions. **Each** question carries **ten** marks. **(3×10=30)**

8. Explain how inventory management is done and how it is useful in a manufacturing firm.
9. What is meant by maintenance ? What are its types ? Why is maintenance necessary ?
10. What is forecasting ? Explain with suitable examples how forecasting is done by a manager of business firm.
11. What are the characteristics of quality ? What are the tools used in quality management ? Illustrate your answer.

P.T.O.



SECTION – C

This is a **compulsory** question. It carries **fifteen** marks.

(1×15=15)

12. An Indian manufacturer of iron and steel is looking for a foreign location to set up a new manufacturing facility. There are four different locations that are probably good for setting up the facility according to the latest research done by the executives of the company. The following data provides clues on the ways to select the appropriate location availability. You are the management expert appointed by the manufacturer to select the suitable facility location.

Key performance indicators	Weights	Sri Lanka	Bangladesh	Bhutan	Maldives
1. Proximity to market	0.10	10	12	14	9
2. Availability of sufficient space	0.20	9	8	10	7
3. Qualified labour	0.05	12	15	18	14
4. Customer accessibility	0.05	17	20	22	18
5. Local community support	0.30	15	16	17	16
6. Local Government laws	0.15	19	18	21	18
7. Climate conditions	0.15	20	21	25	22

Questions :

- As a management expert, calculate the best factor rating for the four different locations. Advice on the best location.
- Prepare a report to the Board of Directors of the manufacturing facility regarding the following : Apart from the above factors, what are the other important dynamics that you need to consider when selecting a good location for setting up the manufacturing facility ?