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| **Name:**<br>**Enrolment No:** |  |

**UPES**

**End Semester Examination, December 2024**

**Course:** BBA LL.B (Hons.) **Semester: V**

**Program:** Operations and Material Management **Time: 03 hrs.**

**Course Code:** LSCM3013 **Max.Marks: 100**

**Instructions: All the questions are compulsory. Students are not allowed to use Scientific Calculators**

**SECTION A**
**(5Qx2M=10Marks)**

| S. No. | | Marks | CO |
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| **Q 1** | All questions are compulsory (Short answer types). | | |
| 1.1 | List the key differences between service and manufacturing operations. | **2** | **CO1** |
| 1.2 | Define the quality circles. | **2** | **CO1** |
| 1.3 | Explain the objectives of materials management. | **2** | **CO1** |
| 1.4 | Discuss the key differences between resource plan and rough-cut capacity plan | **2** | **CO1** |
| 1.5 | Define the term total quality management. | **2** | **CO1** |
| | **SECTION B**<br>**(4Qx5M= 20 Marks)** | | |
| **Q 2** | All questions are compulsory | | |
| 2.1 | Discuss any five differences between service and manufacturing operations. | **5** | **CO1** |
| 2.2 | Explain various types of transformation systems | **5** | **CO1** |
| 2.3 | Explain various types of inventory control techniques | **5** | **CO2** |
| 2.4 | How does the consumer's perspective of quality differ from the producer's? | **5** | **CO3** |
| | **SECTION-C**<br>**(2Qx10M=20 Marks)** | | |
| **Q 3** | Define the facility location and facility layout. Discuss various controllable and uncontrollable factors that must be considered while selecting a new facility location for a paper mill industry. | **10** | **CO2** |
| **Q 4** | Considering the example of any manufacturing industry, discuss the different levels of capacity planning to priority planning. Also describe | **10** | **CO3** |

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| | each level in terms of the detail required and the time horizons used for planning. | | |
| **SECTION-D<br>(2Qx25M=50 Marks)** | | | |
| **Q 5** | Consider the case of an automobile manufacturing company as a production system in which the end product is a car. For the given production system, apply the fundamental concepts of quality management and answer the following questions:<br>a) Define quality of the end product (car) from the producer's and customer's perspectives.<br>b) Develop a fitness-for-use description for final product quality.<br>c) Describe how quality circles can be implemented in the given production system. Do you think they would be effective? | **25** | **CO4** |
| **Q 6** | a) Discuss the EOQ cost model of inventory control with assumptions and costs diagram. What are the various costs considered in calculation of optimum quantity level? (**15 Marks**)<br>b) Electronic Village stocks and sells a particular brand of personal computer. It costs the store $450 each time it places an order with the manufacturer for the personal computers. The annual cost of carrying the PCs in inventory is $170. The store manager estimates that the annual demand for PCs will be 1200 units. Determine the optimal order quantity and the total minimum inventory cost. (**10 Marks**) | **25** | **CO4** |