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**DHANALAKSHMI SRINIVASAN COLLEGE
OF ARTS & SCIENCE FOR WOMEN
(AUTONOMOUS)**

(For Candidates admitted from 2019 -2020 onwards)



**UG DEGREE EXAMINATIONS APRIL - 2021
BBA – BUSINESS ADMINISTRATION
PRODUCTION MANAGEMENT**

Time: 3 Hrs

Max.Marks: 75

PART - A

CHOOSE THE CORRECT ANSWER

(10X1=10)

1. Which of the following is not a key activity of an operation manager?
 - a) Understanding the needs of customer
 - b) Continually learning
 - c) Managing cash flows
 - d) Exploiting technology to produce goods and services
2. Which of the following is NOT an element of production management?
 - a) Customer demand
 - b) Operating system/process
 - c) Process capacity
 - d) Accounting operations
3. Work study consists of _____.
 - a) effective use of plant and equipment
 - b) effective use of human efforts
 - c) evaluation of human works
 - d) All of the above
4. In process charts, the symbol used for storage is _____.
 - a) circle
 - b) square
 - c) Arrow
 - d) Triangle
5. Centralized and decentralized are the types of _____.
 - a) routing
 - b) dispatching
 - c) scheduling
 - d) follow up
6. Gantt Chart is mostly used for _____.
 - a) routing
 - b) scheduling
 - c) follow up
 - d) inspection and quality control
7. Process control is carried out _____.
 - a) before production
 - b) during production
 - c) after production
 - d) All the above
8. A six sigma process has defect level below _____ defects per million opportunities.
 - a) 3.4
 - b) 4.5
 - c) 5.6
 - d) 6.7
9. Material management is also called as _____.
 - a) control and logistic management
 - b) distribution planning
 - c) both the above
 - d) neither of the above

10. _____ techniques are projection based on judgement, intuition and informed opinion.

a) qualitative forecasting

b) intrinsic forecasting

c) extrinsic forecasting

d) quantitative forecasting

PART - B

ANSWER ALL THE QUESTIONS

(5X7=35)

11. a) What is function production management? What are the functions of production management?

(OR)

b) What are the elements of production systems?

12. a) What is work study? What are the benefits of work study?

(OR)

b) Why is proactive maintenance important?

13. a) What is production planning? List out the importance of production planning?

(OR)

b) Explain the concept of routing.

14. a) What is quality? Explain the factors affecting quality of a product.

(OR)

b) Explain the objectives of quality control.

15. a) Explain the functions of materials management.

(OR)

b) What are the advantages and disadvantages of decentralized stores?

PART - C

ANSWER ANY THREE QUESTIONS

(3X10=30)

16. Discuss the various factors which are taken into consideration while making plant location Choice

17. What are the different methods of work measurement? Discuss them briefly.

18. Explain the functions of production planning and control?

19. Explain the different certification marks enforced by Govt. of India.

20. Explain the various procedures involved in purchase of materials.