

Roll No.

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Total No. of Pages : 02

Total No. of Questions : 09

B.SIM (2014 &amp; Onwards) (Sem.-3)

## SERVICE OPERATIONS MANAGEMENT

Subject Code : BBA-316

Paper ID : [72643]

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B consists of FOUR Sub-sections : Units-I, II, III & IV.
3. Each Sub-section contains TWO questions each, carrying TEN marks each.
4. Student has to attempt any ONE question from each Sub-section.

## SECTION-A

1. Answer briefly :
  - a. Work simplification
  - b. Inspection
  - c. Production management
  - d. ISO quality standards
  - e. Queuing
  - f. Time and motion study
  - g. Maintenance management
  - h. Process layout
  - i. ABC analysis
  - j. Scheduling

## SECTION-B

### UNIT-I

2. What is production and operation management? Explain its functions.
3. Discuss the factors to be considered while selecting a location for setting up of a hotel.

### UNIT-II

4. What do you understand by the term service operation? How services are different from goods?
5. Discuss and explain various strategies used for managing service operations.

### UNIT-III

6. Explain why assemble line should be maintained. Describe any one method used for balancing the assemble line.
7. Write short notes on just in time manufacturing and computer aided manufacturing.

### UNIT-IV

8. What do you understand by total quality management? How is it helpful for managing service operations?
9. Discuss various types of control charts. What are their applications in different manufacturing situations?