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| **Trim: Nov 2024 - Mar 2025**  **Maximum Marks: 50 Examination: ETE Exam Date: 12 April 25 Duration: 2 Hrs.** | | |
| **Programme code: 06**  **Programme: MBA HCM** | **Class:** FY | **Semester: 2** |
| **College:**  **K. J. Somaiya Institute of Management** | **Name of the department/Section/Center:**  Operations &SCM | |
| **Course Code: 317P06C209** | **Name of the Course: OSCM** | |
| **Instructions:** .Attempt any 5 questions | | |

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| **Q No.** |  | **Max Marks** |
| **Q1** | Grow more is a growing online retailer is facing increasing complaints about delayed deliveries. Customers are receiving their orders later than promised, leading to dissatisfaction and potential loss of business. Margins are decreasing due to the increased cost of operations   1. What are the potential bottlenecks in the retailer's fulfilment and delivery process, and how can they be addressed to improve on-time delivery performance? 2. What aspects would you advise the company to look for controlling costs? | **10** |
| **Q2** | Explain the steps to be followed in New Product development. | **10** |
| **Q3** | How would you go about selecting a location for a glass vial manufacturing plant ? | **10** |
| **Q4** | What are the reasons why companies outsource? What are the things a company should take into consideration before outsourcing? | **10** |
| **Q5** | Describe the forecasting methods and the context in which they could be used. | **10** |
| **Q6** | How could advanced technological tools like AI, Blockchain, AR/VR and 3D printing help a supply chain? | **10** |
| **Q7** | Write a short notes on **ANY TWO**   1. Layouts 2. Centre of Gravity 3. Crossdocking 4. Reverse Logistics | **10** |