

**K. J. SOMAIYA INSTITUTE OF MANAGEMENT STUDIES AND RESEARCH**

**Program: MFM 2<sup>nd</sup> Sem (Batch 2017-20)**

**Subject: Production and Service Operations**  
**(End Semester examination)**

**Maximum Marks: -50**  
**Duration: 3 hours**

**Date: 10th April 2018**

**Notes:**

- 1. Question 1 and 2 are compulsory**
- 2. Answer any 3 out of remaining questions QNo. 3 to QNo. 6**  
**Qno.3 has an internal option**
- 3. Make suitable assumptions if required and state them.**
- 4. Please answer to the point. Give examples wherever applicable**
- 5. Neatness carries weightage**

**Question 1 (10 Marks)**

**a. The annual demand for an item is 14400 units. The ordering cost is \$30 per order. The economic order quantity Q is 600 units. Assume year has 300 days Calculate the ordering time between 2 orders (04 Marks)**

**B. How is the Finance function linked (or related) Production/Supply Chain function of a company? Give any example or situation where such a relation has had a positive or negative impact on the organization? (06 Marks)**

**Question 2 (10 Marks)**

**Write Short notes on any 2 of the following (5 marks each)**

- 1) Role of Technology in operations strategy.**
- 2) Inventory Ordering costs.**
- 3) Factors that have led to globalization of locations**
- 4) Intermittent Production Flow system**

**Question 3 ( 10 Marks)**

**What are the factors that influence process choices and explain the relation in between them?**

**OR**

**What is a Supply Chain (05)? What do you think are some of the problems and hindrances for supply chain in India? (05)**

**Question 4 ( 10 Marks)**

**What do you understand by the philosophy of Total Quality Management? (07)  
Take any Service Business. What could be the features (or dimensions) of Quality in such a Service business? (03).**

**Question 5( 10 Marks)**

**Briefly discuss the Purchasing cycle (The Procurement Process) and the significance of Purchasing in today's manufacturing organisations.**

**Question 6( 10 Marks)**

**What is Service Design? (03)  
Briefly explain Service Blueprint with a example (07)**

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