C	7	3
D	9	7
E	5	10

4. Discuss the principles of Total Quality Management. 14

Or

5. How does six sigma process achieved in organisation. Discuss. 14

6. 'Big Store' Discount store stocks carpet in its warehouse and sells it through an adjoining showrooms. The store keeps several brands and styles of carpet in stock. However its biggest seller is super shag carpet. The store wants to determine the optional order size and total inventory cost for this brand of carpet. Given an estimated annual demand of 10,000 yards of carpet, an annual carrying cost of $0.75 per yeard and an ordering cost of $150. The store would also like to know the number of orders that will be made annually and the time between ordered (i.e, order cycle), given that the store is open every day except Sunday, Thanks giving day and Kalipujo (which is not on Sunday). 14

7. Discuss the different maintainance management techniques known to you. 14

Or

8. Write short notes on : 7+7=14

   (i) Reliability Engineering

   (ii) Work Study

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PG (Even) Semester Examination, 2023

BUSINESS ADMINISTRATION

(2nd Semester)

Course No.: CP-206 (O)

(Operations Management)

Full Marks: 70

Pass Marks: 28

Time: 3 hours

The figures in the right margin indicate full marks for the question.

1. How does goods differ from services? Discuss the major roles of operation managers. 7+7=14

Or

2. Mumbai Dabbawalls are known for their six sigma operations. Discuss with process flow diagram the process view of Mumbai Dabbawall's operaions. 14

3. For a workshop following are the major two process. The workshop receives five jobs A, B, C, D, E and the process design suggests that all jobs must complete the operations in process 1 after that it must go to process 2. Given below the jobs, processes and process time. Prepare the sequencing process by applying Johnson's Rule and also plot activity chart- 14

Job	P1	P2
A	6	8
B	11	6