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BACHELOR OF BUSINESS ADMINISTRATION (B.B.A.) (071)
BBA IN SPORTS MANAGEMENT (472)
EXAMINATION: DECEMBER - 2025
SEMESTER - V

Sub.: Productions & Operations Management (BBA23-513/BBA23-511)

Time: 10.00 am To 12.30 pm

Instructions: 1) All questions are compulsory.
2) Figures to the right indicate full marks.

Q. 1. Choose the most appropriate option. (05)

- One of the key techniques companies are employing to gain a competitive advantage today is _____, which involves an unending quest for improving the quality of goods and services.
 - TQM
 - JIT
 - QC
 - SCM
- _____ Capacity is the maximum output rate that can be realistically achieved given constraints like product-mix changes, maintenance, and scheduling difficulties.
 - Moderate
 - Effective
 - Lowest
 - Cheapest
- The Process or Functional layout is most appropriate for _____ manufacturing systems, such as Job and Batch type production, where small quantities of a large range of products are manufactured
 - Timely
 - Regular
 - Intermittent
 - Rated
- Since about two-thirds of the general causes of accidents are directly related to materials handling, it is essential for safety that handling equipment not be permitted to be overloaded or operated beyond its _____ capacity.
 - Effective
 - Excess
 - Extra
 - Rated
- The type of maintenance that involves equipment failure before any maintenance action is taken, often resulting in high costs and lost production time, is called _____ maintenance.
 - Breakdown
 - Breakup
 - Preventive
 - Predictive

Q. 2. State True / False (05)

- Production Management is explicitly defined as a set of fixed techniques for ensuring quality control and inventory management.
 - True
 - False
- Plant location is not related to the fundamental objective of maximizing profits because profit maximization is only achieved through increasing sales.
 - True
 - False
- An extractive industry involves the separation of one element from another, as seen in mining operations.
 - True
 - False

4. The systems point of view of materials handling is limited to the movement of materials within the confines of the individual plant.
a) True b) False
5. Preventive maintenance is defined as the set of activities performed only *after* a machine has broken down, with the goal of quickly restoring the equipment to working order
a) True b) False

Q. 3. Write Short notes on (Any Three) (15)

1. Production as a system
2. Duties of production manager
3. Planned maintenance.
4. Importance & function of stores management
5. Benefits of inventory control/management.

Q. 4. Answer in detail (Any Two) (20)

1. Define production layout state its scope and objectives.
2. What is just in time (JIT)? Explain its different concepts
3. Define capacity planning. Explain the importance of long term capacity planning.
4. Explain the advantages of lean production in detail.

Q. 5. Case study (15)

Scenario: GlobalTech Assembly is facing intense global competition, forcing a strategic shift towards quality and efficiency. The CEO mandates two key initiatives:

1. "Process Purification": All non-value-adding steps, excessive movement, and unnecessary buffer inventory must be ruthlessly identified and eliminated across the entire production floor to simplify flow.
2. "The Improvement Huddle": Teams of line workers are now required to meet daily to discuss small, incremental improvements to their work processes, focusing on eliminating minor irritants and inefficiencies immediately.

Questions:

1. State the elements of TQM
2. Describe the basic concept and essential focus of Total Quality Management (TQM)
3. Explain main principles of TQM