

INDIRA UNIVERSITY, PUNE

SCHOOL OF COMMERCE AND ECONOMIC-MCOM

Special Term End Examination (2025 Pattern) May – 2026 - Semester – I

Subject Name: Production & Operations Management
Subject Code: 25MOC105T

Max. Marks: 50
Time: 2:30 Hrs.

Instructions

- Instructions 1 All the questions are compulsory attempt accordingly
- Instructions 2 Draw Necessary flow diagram if require

CO #	Cognitive Ability	Course Outcome
CO1	Remember	Recall and Describe the fundamental concept, Nature and scope of production and operation management, Including Production systems, Service System and key function in managing operations.
CO2	Understand	Explain the Principles, objectivise and types of plant layout, and understand the importance of safety, Environmental Consideration and operational Efficiency in Production Setting.
CO3	Apply	Apply the concept of production planning and control, plant layout design and production system modules to improve workflow, productivity and resource utilization.
CO4	Analyse	Analyse various product and process strategies, Product life cycles and productivity determinants to identify areas for performance Improvement in production and operations.
CO5	Evaluate	Evaluate the techniques and challenges in operations management, including inventory control, quality management, Maintenance and Capacity planning for effective decision making.

Q1.	Select Correct Alternative (Attempt all the questions) : 1. Production and Operations Management primarily deals with a) Managing financial resources b) Converting inputs into finished goods and services c) Managing sales and marketing d) Employee recruitment 2. Production systems can be classified as a) Job, Batch, and Mass Production b) Retail, Wholesale, and Online c) Domestic and International d) Manual and Automated 3. The concept of a service system refers to a) Production of physical goods b) Delivery of intangible services to customers c) Manufacturing process only d) Product testing and inspection	(5 Marks)	CO1
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	4.The Product Life Cycle (PLC) includes which of the following stages? a) Introduction, Growth, Maturity, Decline b) Creation, Destruction, Recycling c) Plan, Organize, Control, Manage d) Research, Test, Sell, Retire 5.Supply Chain Management aims to achieve a) Disconnected processes b) Continuous improvement and coordination c) Increased lead time d) Higher waste generation	
Q2.	Answer in one sentence (Attempt all the questions): (5 Marks) 1. What is meant by a Service System? 2. Name any two models of Production System. 3. What is the main purpose of Lean Operations? 4. Mention any two responsibilities of an Operations Manager. 5. What do you mean by Supply Chain Integration?	CO1
Q3.	Long Answer (Attempt any one) (10 Marks) 1. Identify the role of Product Design and Development in enhancing customer satisfaction and production efficiency. 2. Explain the steps, objectives, and importance of Production Planning and Control (PPC) in improving productivity.	CO3
Q4.	Long Answer (Attempt any one) (10 Marks) 1. What is Quality Management? Discuss the importance of Total Quality Management (TQM) in business success. 2. Evaluate how Lean Manufacturing and Continuous Improvement contribute to operational efficiency and sustainability.	CO5
Q5.	Long Answer (Attempt any one) (10 Marks) 1. Examine the impact of modern technology (like ERP (Enterprise Resource Planning) and AI Artificial Intelligence) on Supply Chain Management. 2. How does integration in SCM help improve organizational efficiency and customer satisfaction?	CO4
Q6.	Write Short Note (Attempt any two out of three) (10 Marks) 1. Explain the importance of safety and environmental aspects in plant layout planning. 2. Write a short note on the functions of Operations Management. 3. Describe any two techniques of inventory management.	CO2
