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FIFTH SEMESTER (CUFYUGP) DEGREE EXAMINATION, NOVEMBER 2026

MANAGEMENT STUDIES

BBA5CJ301 OPERATIONS MANAGEMENT

2024 Admission onwards

Maximum Time: 2 Hours | **Maximum Marks: 70**

Section A

All Questions can be answered. Each Question carries 3 marks (Ceiling: 24 Marks)

1	What is Green Supply Chain Management?
2	What is the Mass Production Era? Also, what do you understand by the Automation Era?
3	State any four benefits of Control Charts.
4	Define Key Performance Indicators.
5	What do you mean by Human Resource Planning?
6	What is Carbon Footprint Reduction?
7	What are Quality Standards?
8	Define Supply Chain Management.
9	What are competitive priorities?
10	What is the Delphi Method?

Section B

All Questions can be answered. Each Question carries 6 marks (Ceiling: 36 Marks)

11	Discuss the benefits of spreading operations across different locations.
12	Explain the planning process in Global Operations.
13	Define Global Operations Management and state its primary objectives.
14	Briefly explain the applications of Artificial Intelligence in operations.
15	Write a note on ABC Analysis.
16	Explain Process Layout and its characteristics.
17	Explain the importance of performance metrics in Global Operations.
18	Briefly discuss the concept and characteristics of Learning Curves.

Section C

Answer any ONE. Each Question carries 10 marks (1x10=10 Marks)

19	Explain Global Quality Management and discuss the importance of Quality Standards and Certifications.
20	Explain the causes and consequences of forecasting errors in Global Operations.