

**Subject : Elective-V : Service Operations Management  
(Production Management)**

Day : Saturday

Date : 11/06/2016



Time : 02.00 P.M. TO 05.00 P.M.

Max Marks : 70 Total Pages : 1

**N.B.**

- 1) Attempt any **FOUR** questions from Section – I .and any **TWO** questions from Section – II.
- 2) Answers to both the sections should be written in **SAME** answer book.
- 3) Figures to the right indicate **FULL** marks.

**SECTION – I**

- Q.1** Discuss scheduling for services personnel and vehicles with suitable examples. (10)
- Q.2** Explain distribution of services by citing examples. (10)
- Q.3** Discuss dynamics of service delivery system. (10)
- Q.4** Explain inventory control for services with suitable examples. (10)
- Q.5** Write short notes on any **TWO**: (10)
- a) Production –support services
  - b) Waiting line analysis
  - c) Effect of automation
  - d) Layout for services

**SECTION – II**

- Q.6** Why is aggregate capacity planning for services is important? Identify a suitable aggregate unit for each of the following situations: (15)
- a) A business school offering four different long duration academic programmes and three different short duration programmes.
  - b) A multi speciality hospital.
- Q.7** Discuss challenges in operations management of services with suitable examples. (15)
- Q.8** What is the purpose of work measurement? Enumerate its users. (15)

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