

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

Day : Friday

Date : 16/12/2016

S.D.E.



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 measurement and control of quality of services by citing examples. (10)
- Q.2** Explain waiting line analysis concept with suitable examples. (10)
- Q.3** Discuss inventory control for services with suitable examples. (10)
- Q.4** Explain challenges in operations management of services by citing examples. (10)
- Q.5** Write short notes on any **TWO**: (10)
- a) Aggregate capacity planning for services
 - b) Job design
 - c) –Distribution of services
 - d) Matrix of service characteristics

SECTION – II

- Q.6** Discuss maintenance of services by citing examples. (15)
- Q.7** Why are the facility location decisions important in relation to services? Explain the factors that a location planner may consider while locating a super speciality intensive care unit. (15)
- Q.8** What is work measurement? What does it aim at? Why is it important for the service organization? (15)

* * *