

# EASTERN UNIVERSITY, SRI LANKA

Faculty of Commerce & Management

Final year second semester Examination in BBA- 2011/2012

(Special Repeat)  
(March/ April 2015)

## MGT 4043-Operation & Quality Management

Answer all questions

Time: 03 Hours

01) a) Define and differentiate the terms between "*Production Management*" and "*Operations Management*."  
(06 Marks)

b) "*The set of interrelated management activities, which are involved in manufacturing certain products, is called production management.*"

Based on the above statement, explain the "Schematic production system" and its characteristics.

(08 Marks)

c) "*Research is the systematic investigation into existing or new knowledge. It is used to establish or confirm facts, reaffirm the results of existing or previous work.*"

Based on the above statement Identify and explain the issues in research and development.

(06 Marks)

**(Total 20 Marks)**

02) a) "*Production management deals with decision-making related to production processes so that the resulting goods or services are produced according to specifications.*"

Based on the above statement explain the objective of the production management to a manufacturing organization.

(06 Marks)

b) "*Maintenance is a means to increase the reliability of the machines' and equipment's.*"

List and briefly explain the different types of maintenance in manufacturing organizations.

(10 Marks)

- c) *"The purpose of the maintenance system is to secure reliable performance from the production system."*

Based on the above statement explain the advantages maintenance system.

(06 Marks)

**(Total 22 Marks)**

- 03) a) *"Purchasing policies are typically a part of a company's overall operations handbook."*

Based on the above statement, explain the important functions performed by the purchasing department.

(10 Marks)

- b) Define the term "Purchasing" and explain "five rights" in purchasing.

(06 Marks)

**(Total 16 Marks)**

- 04) a) Define the term "*Productivity*" and explain the factors affecting productivity in a manufacturing organization..

(08 Marks)

- b) *"Plant location or the facilities location problem is an important strategic level decision-making for organizations"*.

Based on the above statement, explain the factors influencing plant location/facility location

(10 Marks)

Define the term "*Plant Layout*" and explain the Principles of Plant Layout.

(08 Marks)

**(Total 26 Marks)**

- 05) a) *"Nowadays organizational safety become more important in organizations"*.

Based on the above statement explain the advantages of safety policy to an organization.

(08 Marks)

- b) Define the term "Quality Control" and explain its advantages to an organization.

(08 Marks)

**(Total 16 Marks)**