



PAPER 09: OPERATION MANAGEMENT - MOST IMPORTANT THEORY QUESTIONS

MODULE 1:INTRODUCTION

1. Identify four Write short note on the following: Corporate Planning principal functions of an operating system with reference to Operation Management. **(Dec-2015)**
 2. 'Operations management is responsible for producing goods and/or service'. In this context, define 'Operation System' and state the principal functions of on operating system.**(June-2016)**
 3. 'An important objective of Operations Management is Resource Utilization'. Enumerate. Also list the scope of Operations Management. **(June-2017).**
 4. Briefly explain the characteristics of the modern production system. **(Dec-2017)**
 5. Categorise the objectives of operations management and discuss about each category. **(June-2018)**
 6. Explain the concept of Operating System in order to have a clear idea of Operations Management. **(Dec-2018)**
 7. List down various activities lying under Production and Operations Management function. **(June 2019)**
 8. Enumerate the characteristics of a modern operations function. **(Dec-2019)**
 9. To provide the "right thing at the right price at the right time" can be closely associated with which objective of Operations Management? **(Dec-2021)**
 10. Enumerate what are the Activities which are listed goods. under the production and Operations Management functions. **(Dec-2022)**
 11. Recent trends in production/operations management relate to Global Competition and the impact it has on manufacturing firms. In this context list down, what are the recent trends in production/operations management. **(Dec-2022)**
 12. List down various major decision areas under Production and Operations management. (Any Ten) **(June-2023)**
 13. "Recent trends in Production and Operations Management related to global competition and the impact it has on manufacturing firms." In this context, state in brief the recent trends in production and operations management. (Any seven) **(Dec-2023)**
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MODULE 2:OPERATION PLANNING

14. Write short notes on Aggregate Planning. **(Dec-2021)**
 15. What do you mean by 'layout' in a production planning system? Name the various types of layout. **(June-2015)**
 16. Briefly explain various methods of sales forecasting. **(June-2015)**
 17. Explain the various factors to be considered while determining the Economic Lot size for manufacturing.**(Dec-2021)**
 18. Discuss with appropriate examples, various properties of aggregate planning. **(June-2023)**
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MODULE 3:DESIGNING OF OPERATIONAL SYSTEMS AND CONTROL

19. "The design of product is crucial to success in to-day's global competition". Justify the statement by providing the features of an excellent product design. **(June-2015)**
20. How do you distinguish among Product Design, Process Design and Production Design? **(June-2015)**
21. Discuss the term 'Process Strategy'. What does it involve? **(June-2017)**
22. Discuss about the following process types to be implemented by a Production Manager as a strategy: **(Dec-2017)**
 - a) Batch Process,
 - b) Repetitive Process.
23. "Virtually all goods or services are made by using some variation of one of three process Strategies". Discuss about each of the three process strategies. Also state the situation during the decline stage of a product life cycle. **(June-2018)**
24. What are the various activities and responsibilities of product design? **(Dec-2018)**
25. Examine the following types of Process decisions: **(June-2019)**
 - a) Job Shop Process
 - b) Project Process.
26. What do you understand by Process Design and Selection? **(Dec-2019)**
27. State the reasons, why Production or Operations Strategy is directly influenced by product design? **(Dec-2021)**
28. Briefly describe four stages of Product Life Cycle. **(Dec-2021)**
29. State in brief what are the characteristics of Good Product Design (any seven). **(Dec-2022)**
30. The Design Thinking can be thought of as a five-stage process. Are these stages performed in a sequential order? Examine each stage of Design Thinking. **(June-2023)**
31. You are working as a Production Manager in a Manufacturing unit. You are required to determine whether resources are to be organized around products or process in order to implement the flow strategy. In this context, describe in brief the basic process types to be chosen. (Any seven) **(Dec-2023)**



MODULE 4 : APPLICATION OF OPERATION RESEARCH-PRODUCTION PLANNING AND CONTROL

32. Write the short notes on Scheduling. **(Dec-2021)**
33. List down various phases of the simulation process. **(June-2014)**
34. What are the main functions of production planning? **(Dec-2014)**
35. Answer the following Questions: **(Dec-2014)**
 - a. List the advantages of Method Study
 - b. Write a sentence or two on each of the various methods applied for finding the optimal solution for a given linear programming problem. What is 'non-negativity condition'?
 - c. Classify the functions of Production Planning & Control.
 - d. What are the managerial considerations in Scheduling?
36. With reference to Time Study, define the terms **(June-2015)**
 - a) Relaxation Allowance,
 - b) Contingency Allowance,



- c) Process Allowance by providing appropriate examples.
37. Define simulation and identify its four phases. **(Dec-2015)**
 38. Define Work Measurement **(Dec-2015)**
 39. Define Motion Study. **(June-2016)**
 40. 'The principles of motion economy are divided into three groups. List the three groups. **(June-2016)**
 41. Describe the areas of Production Planning and Control. **(Dec-2016)**
 42. List the objectives of scheduling in an organisation. **(Dec-2016)**
 43. Discuss the principles of scheduling. Explain briefly the relationship between routing and scheduling. **(June-2018)**
 44. Describe the objectives of Production Planning and Control. **(Dec-2018)**
 45. Describe the different types of Production Control. **(June-2019)**
 46. What are the objectives of Just-in-Time (JIT) manufacturing? **(Dec-2021)**
 47. Summarize the Basic types of Production Control. **(Dec-2023)**
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MODULE 5 : PRODUCTIVITY MANAGEMENT & QUALITY MANAGEMENT

48. Identify the relationship between R & D Inputs and Output. **(Dec-2013)**
 49. Kindly mention the Principles of Total Quality. **(Dec-2013)**
 50. What are the advantages of KAIZEN Technique? **(Dec-2013)**
 51. State the three models of Productivity Measurement. **(Dec-2013)**
 52. Briefly state the role of Information Technology in Production/ Operations Management. **(June-2014)**
 53. You are appointed as a consultant to implement ISO- 9000 in a firm. Suggest various steps to be taken for implementing this. **(June-2014)**
 54. State the three levels of quality. **(June-2014)**
 55. State the limitations of Oligopoly Price Policy. **(June-2014)**
 56. State the four generic components of technological innovation. **(Dec-2014)**
 57. State the Eight Most Common Benchmarking Errors. **(Dec-2014)**
 58. What is TQC and what are its principles? **(June-2015)**
 59. As a consultant what would be your suggestions to a Production Manager for managing technological changes? **(June-2015)**
 60. "Higher productivity has manifold advantages." State these advantages. **(Dec-2015)**
 61. Explain 'Eight Steps Benchmarking Process'. **(Dec-2015)**
 62. List the benefits of Benchmarking. **(June-2016)**
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MODULE 6 : PROJECT MANAGEMENT, MONITORING AND CONTROL

63. List the various elements of the framework for Project Management Issues. **(Dec-2015)**
 64. Define 'Load Chart'. **(June-2016)**
 65. Define 'critical path'. **(Dec-2016)**
 66. Draw a Circle and Arrow Diagram to show two activities, that cannot be started until the first activity has been completed. **(Dec-2012)**
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MODULE 7 : ECONOMICS OF MAINTENANCE AND SPARES MANAGEMENT

63. What are the limitations of Preventive Maintenance ? **(Dec-2013)**
 64. Justify your choice between ' Preventive Replacement' and ' Breakdown Replacement'. **(Dec-2014)**
 65. What are the objective of maintenance management ? **(June-2015)**
 66. List the major areas and types of maintenance an organization may use in those areas.**(Dec-2015)**
 67. Expand TPM. Identify various activities a TPM system is encompassed of, with influence on equipment up time. **(Dec-2015)**
 68. List the various steps in Maintenance Planning. **(June-2016)**
 69. 'Computers have entered the maintenance function in a big way.' List two important areas in maintenance where computer assistance is taken. **(Dec-2016)**
 70. Write down the formula for the following which are used for measuring maintenance effectiveness:
(Dec-2016)
 - (i) Down-time index (as a percentage); and
 - (ii) Maintenance cost index as a percentage.
 71. List the information to be collected before scheduling maintenance activities. **(Dec-2016)**
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PAPER 09: STRATEGIC MANAGEMENT

MODULE 8 : INTRODUCTION

72. Time Frame of Objectives. **(Dec-2017)**
73. Stages of Strategic Management Framework. **(Dec-2018)**
74. Write short notes on Importance of Strategic Management. **(Dec-2021)**
75. Mention the factors by which the choice of strategy is influenced. **(June-2014)**
76. State three operative levels of strategy in corporate management structure. How they help the management? **(June-2016)**
77. State the value of a firm's vision and mission. **(Dec-2016)**
78. Enlist the advantages of Strategic Management. **(June-2017)**
79. List down some guidelines for formulation of the "Mission Statement". **(June-2017)**
80. Explain, in one or two statements, a Company mission. State any three major objectives. **(Dec-2017)**
81. Identify basic elements of strategic vision and discuss about the important purposes served by such strategic vision. **(June-2018)**
82. There are primarily three levels of strategies in the organisation'. List the three levels. Build up one or two meaningful sentences to clarify the role of each level. **(Dec-2018)**
83. What is a Company Mission? List the guidelines for formulation of 'mission' statement. **(June-2019)**
84. Define the term 'strategy' and list the characteristics of a strategic decision. **(Dec-2019)**
85. Enumerate the need for an Explicit Mission. How does a company's mission statement differ from its strategic vision? **(Dec-2022)**
86. (i) Define the term 'Strategy'. (ii) Explain the three types of strategy usually considered by a typical business firm. **(June-2023)**
87. Explain in brief the various important issues that need to be kept in mind while setting up objectives of an organization. **(Dec-2013)**



88. Fastfix is a small company operating in a single city. Its business is repairing laptops. It has earned a good name for its fair charges and speedy delivery. For the next five years, the environment offers the following information:

Many school students are being given laptops by the school themselves and this trend is likely to continue for another five years. College students and coaching centres provide new laptops to all the students during the admission. The fees are inclusive of these costs.

Tablets are first replacing laptops in certain market segments and models are changing every six months. If there are major repairs, richer people discard the products and go in for new products or newer versions. However, there are rural markets and certain parts of urban markets which will still be interested in the low-cost repaired and re-sold products.

Considering the above case of Fastfix it will limit its operations to only one city. You are required to give:

- (i) A vision statement;
- (ii) A mission statement;
- (iii) Does SWOT analysis exist?
- (iv) Some parameters that could be used in such the above situation relating to the financial and growth perspectives in a Balance Score Card (BSC). **(Dec-2013)**

MODULE 9 : STRATEGIC ANALYSIS AND STRATEGIC PLANNING

89. Write a short note: Contingency plan. **(June-2017)**
90. Write short note: Unrelated Diversification. **(Dec-2017)**
91. Write short note on the following: Corporate Planning. **(Dec-2018)**
92. Write short note on the following: Stages involved in Strategic Planning. **(Dec-2018)**
93. Write short notes on following: What are the various approaches in Strategic Planning? **(Dec-2019)**
94. Write short notes on Stages in Strategic Planning. **(Dec-2021)**
95. Write short note on the following question: Enumerate the approaches that can be adopted to strategic planning. **(Dec-2022)**
96. Difference between strategic management and strategic planning. **(June-2018)**
97. What is 'Vertical integration'? State its pros and cons conducted in order to ascertain the product acceptability. **(Dec-2013)**
98. Write the benefits that can be derived from 'unrelated diversification'. What are the two ways that an unrelated diversification strategy can create value? **(Dec-2013)**
99. It has been known for many years that the returns the from diversification are often poor. Why do managers still persist with it as a strategy? **(June-2015)**
100. Write the essential conditions in which the 'cost leadership business strategy' and 'differentiation business' of Porter's Generic Business Level Strategy are used in business. **(Dec-2015)**
101. "In the maturity stage of Product Life Cycle (PLC), the market becomes saturated, price competition is intensified, and the rate of sales growth slows down." Suggest strategic choices in such a stage of the PLC. **(Dec-2015)**
102. State the disadvantages of 'Vertical Integration'. **(June-2016)**
103. What do you understand by 'Strategic Portfolio Analysis'? (d) BCG M State the main objective of this analysis. **(June-2016)**
104. What are the main contributions of General Electric (GE) and Boston Consulting Group (BCG) matrix in 'Strategic Portfolio Analysis'. **(June-2016)**



105. State the important issues which are to be considered in making decisions associated with vertical integration. **(Dec-2016)**
106. State various limitations of the BCG model. **(June-2017)**
107. Define the term 'Portfolio Analysis'. List the factors influencing Portfolio Strategy. **(Dec-2017)**
108. What is meant by a contingency plan? List its benefits. **(Dec-2017)**
109. Discuss in brief about the areas of attention for SWOT appraisal. State the purpose of such appraisal. **(June-2018)**
110. State the different approaches in Strategic Planning. **(June-2018)**
111. What is meant by SWOT analysis? **(Dec-2018)**
112. Categories seven-steps process of Contingency Planning. **(Dec-2018)**
113. What do you mean by Contingency Plans? Illustrate some contingency plans commonly established by firms. **(Dec-2019)**
114. State the aims of analysing the product market portfolio. How value system influences the strategy?. **(Dec-2022)**
115. Robert Linneman and Rajan Chandran have suggested that a seven-step process in contingency planning. In this context, describe in brief what are the said steps in contingency planning. **(Dec-2022)**
116. Examine Various Mechanisms that may be employed for identifying Strategic alternatives in the medium and large organizations. **(Dec-2023)**
117. "The value chain describe the categories of activities within and around an organization which create a product or service". In this context, demonstrate the activities involved in value chain of an organization. **(Dec-2023)**

MODULE 10 : FORMULATION AND IMPLEMENTATION OF STRATEGY

118. Write the short notes: **(June-2017)**
 - a) Functional organisational structure
 - b) Role of marketing
 - c) Managerial Communication.
119. Write the short notes: **(Dec-2017)**
 - a) Hybrid Organisation.
 - b) Strategy
120. Write short notes on the following: **(June-2018)**
 - a) Marketing Plan and Strategy.
 - b) Geographic and Matrix structure for implementation of organisational strategy.
 - c) Types of firms/organisations for which BPR can be applied.
121. Write short notes on the following: **(Dec-2018)**
 - a) Definition of the terms 'Re-engineering' and 'Process' in Business Process Re-engineering.
 - b) Steps involved in the formulation of production strategy.
122. Write short notes on the following: **(June-2019)**
 - a) Features of Human Resources Strategy
 - b) McKinsey's 7-S Framework
 - c) Principle of BPR.



123. Write short notes on of the following: (**Dec-2019**)
- Name the steps involved in the formulation of production strategy.
 - Write a brief note on 'Behaviour Control' aspect of Strategic Control System.
 - What are the various types of firms/organizations where BPR can be applied?
124. Define 'Core Competency'. What tests are to be applied to identify core competence? Why core competencies are relevant? (**Dec-2013**)
125. List basic characteristics of Business Process Re-engineering. (**Dec-2016**)
126. Briefly discuss important features which Human Resource Strategy may bring to bear on the organization. (**June-2017**)
127. Explain the terms: (**Dec-2017**)
- Marketing Plan and
 - Social Marketing.
128. Categorise major reasons of SBU approach. (**June-2018**)
129. How does Matrix Organisation Structure differ from SBU Structure? Analyse related advantages and disadvantages of Matrix Organisation Structure. (**Dec-2018**)
130. State the various advantages and disadvantages of SBU Structure. (**June-2019**)
131. What are the three most important characteristics of SBU? List down major reasons of using SBU approach. (**Dec-2019**)
132. What are the disadvantages of Matrix Organization Structure? (**Dec-2021**)
133. Explain with examples, why do we need the Strategic Business Unit. (**Dec-2021**)
134. Visualise as if you are heading a Project-based firm. Justify the formation of 'Project-based structure' in your firm. Evaluate the advantages and limitation of Project-based structures. (**June-2023**)
135. What do you understand by Business Process Re-engineering? What are the important reasons that lead an organization to undertake re-engineering? (**June-2023**)
136. "While designing a Control System, top management should remember that controls should following strategy". In this context enumerate the recommended guidelines for proper control. (**Dec-2023**)
137. Demonstrate in brief some of the areas that have the ability to create goal congruence. (**Dec-2023**)
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MODULE 11 : DIGITAL STRATEGY

138. List down the steps that an organisation should take for digital transformation.
139. Explain the merits and demerits of Cloud Computing.
140. What are the important components of Block Chain?
141. What are the benefits of blockchain network?
142. Explain Robotic Process Automation and list the benefits of RPA.
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