Paper-9

OPERATIONS MANAGEMENT
AND
INFORMATION SYSTEMS
Test Paper –II/9//OMS/2008/T-4

Time Allowed: 3 hours   Marks: 100

SECTION-I
OPERATIONS MANAGEMENT
Full Marks: 50
(Answer Question 1 and any TWO from the remaining)

Q1] Distinguish between:
   (i) Job Evaluation and Value Analysis.
   (ii) Time Study and Motion Study.
   (iii)Preventive Maintenance and Break down maintenance.
   (iv)Sales Turnover and Labour Turnover
   (v) Production and Productivity   **20**

Q2] (a) What is Value Analysis?   **5**

(b) Describe the main phases of a Value Analysis exercise.   **5**

(c) It may generally be said that Value Analysis leads to Cost Reduction. Can you give some specific benefits which may be expected when Value Analysis is effectively used within a manufacturing organisation?   **5**

Q3] (a) Write in a few lines what you understand by:-
      (i) Process layout
      (ii) Standardisation
      (iii) Job analysis
      (iv) Group incentive system
      (v) Productivity
      (vi) Opportunity Cost.   **6**

Q3] (b) (i) What are the characteristics of job order production? **3**

(ii) How can labour productivity be calculated? **3**

(iii) What is 'Gantt Chart'? How is it used? **3**

Q4] (a) Give six factors which affect quantity of product in a manufacturing organisation. **5**

(b) State five production processes where SQC can be useful employed. **5**

(c) State the precautions required in sampling for statistical quality control. **5**

Q5] The activities in respect of a maintenance project are as below:

Activity	1-2	1-3	1-4	2-5	3-6	3-7	4-7	5-8	6-8	7-9	8-9
Months	2	2	1	4	5	8	3	1	4	5	3

(a) Draw the project network and find the critical path and duration of the project.

(b) Determine total float, free float and independent float. **15**

Q6] (a) What do you mean by loading a production set- up? List various steps in carrying out loading over a sequence of operation. **7**

Q6] (b) What is Flow Process Chart?

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SECTION-II
INFORMATION SYSTEMS
Full Marks: 50

(Answer All)

Q1] (a) What are the cost components for implementation of ERP System?

Q1] (b) Name and describe some common modules of an ERP System ?

Q1] (c) What is methodology followed for implementation of ERP System? 18

Q2] (a) What are different risk factors in an Information system and how they are to be controlled ?

Q2] (b) What methodology do you propose to minimize risk in operation of a system ?

Q2] (c) What do you propose to create a proper processing environment ? What are the controls for an good processing environment ? 16

Q3] Write Short Notes on :

(vii)   Knowledge Management ?

(viii) Business Process Re-engineering (BPR)

(ix)   Expert System

(x)   Artificial Intelligence

(xi)   Decision making process