

**TILAK MAHARASHTRA VIDYAPEETH, PUNE**  
**BACHELOR OF BUSINESS ADMINISTRATION (B.B.A.)**  
**EXAMINATION: MAY- 2024**  
**SEMESTER - II**

**Sub.: Introduction to Productions & Operations Management - II (BBA22-215)**

**Date : 23/05/2024**

**Total Marks : 60**

**Time: 10.00am to 12.30pm**

- Instructions:** 1) All questions are compulsory.  
 2) Figures to the right indicate full marks.

**Q. 1. Choose the most appropriate option. (05)**

1. Functions of Operations Management is \_\_\_\_\_
  - a) Inventory Control
  - b) Recourse management
  - c) Transportation
  - d) All of the above
2. MRP stands for
  - a) Material Requirement Planning
  - b) Mine Right Pole
  - c) Might Right Pole
  - d) Magnet Rhyme Plan
3. Total Quality Management is defined as a customer-oriented process and aims
  - a) Continuous improvement of business operations.
  - b) No improvement
  - c) Stable Improvement
  - d) Does not care
4. Which is a material handling equipment's
  - a) crane
  - b) conveyors
  - c) industrial trucks
  - d) All of the above
5. Lean supply chain management is \_\_\_\_\_
  - a) Application of Lean Thinking to the end to end supply chain.
  - b) Not using resources at all
  - c) Harming the Supply chain
  - d) Destroying All Resources

**Q. 2. State True / False (05)**

1. The JIT method delivers only the exact quantities required for current production – no more, no less.
  - a) True
  - b) False
2. Sourcing raw materials is an element of SCM
  - a) True
  - b) False
3. Accounts Receivable is a part of inventory
  - a) True
  - b) False
4. Routine maintenance tasks should not be practiced
  - a) True
  - b) False
5. Product layout is a type of plant layout
  - a) True
  - b) False

**Q. 3. Write Short notes on (Any Three)**

1. Concept of Maintenance management (15)
2. Total quality management
3. Concept of material handling, objectives of material handling
4. Kaizen
5. Stores management

**Q. 4. Answer in detail (Any Two)**

1. Enlist and explain the Types of plant layout (20)
2. Discuss the material handling equipment's
3. Analyze Concept of Plant location and Factors affecting plant location
4. Explain the Nature and Scope of Production and Operations Management

**Q. 5. Case study**

Java Joy is a popular local coffee shop in the bustling downtown area of a metropolitan city. Known for its artisan coffee and cozy ambiance, Java Joy has built a loyal customer base. The owner, Emily, wants to increase efficiency in operations to serve more customers during peak hours, which are from 7:30 AM to 9:30 AM on weekdays. (15)

Currently, Java Joy operates with the following setup:

- Staff: 2 baristas, 1 cashier
- Equipment: 2 espresso machines, each capable of making one coffee at a time
- Process: A customer places an order at the cashier, pays, and then presents the receipt to a barista, who then makes the coffee. Each coffee takes an average of 3 minutes to prepare.
- Space: The serving counter is 10 feet long, with each espresso machine taking up 3 feet of the counter.

Recently, Emily has noticed some issues during peak hours:

- Long queues form at the cashier, causing some potential customers to leave.
- Customers wait a considerable time for their coffee after ordering.
- Baristas often appear overwhelmed, and the area around the espresso machines becomes congested.

Objective:

Emily wants to reduce customer waiting time and improve the overall flow of operations without significant investment in new equipment.

Questions:

1. What changes can be made to the order and preparation process to reduce the overall customer waiting time?
2. How can the layout of the coffee shop be optimized to enhance the efficiency of the baristas and ease congestion?
3. Would increasing staff during peak hours help solve the problem? What specific roles or shifts would be most effective?

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