**Directorate of Online Education**

**ASSIGNMENT**

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| **SESSION** | **JUL/AUG 2021** |
| **PROGRAM** | **MASTER OF BUSINESS ADMINISTRATION (MBA)** |
| **SEMESTER** | **II** |
| **COURSE CODE & NAME** | **DMBA201 – PRODUCTION** | **AND** | **OPERATIONS** |
| **MANAGEMENT** |  |  |
| **CREDITS** | **4** |
| **NUMBER OF ASSIGNMENTS &** | **02** |
| **MARKS** | **30 Marks each** |

**SET – I**

**Q 1. Is there a difference between the terms “production management” and “operations management”? If yes, what is it? 2+8**

**Ans:**

**Production management:**

Production management encompasses all those activities that enable conversion of a set of inputs into outputs which are useful to meet the human needs. It is also important to have a feedback loop connecting the information from output to input stages to ensure that the desired type of output has been produced. This also ensures the right quantity and the right quality.

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**Q 2. Write a note on (a) Delphi technique of demand forecasting (b) Moving Averages Method of demand forecasting. 4+6**

**Ans:**

**Delphi method:**

In the Delphi method, the experts give their opinions which are collected by the coordinator and several rounds of discussion may be held before a consensus is reached. This forms the basis for forecasting.

In a Delphi technique, the group facilitator or the change agent aggregates all the anonymous opinions received through the questionnaires, sent two or three times to the same set of experts. The experts are required to give justification for the answers given in the first questionnaire and on the basis of it

**Q 3. What is the Deming approach to the Total Quality Management? 10**

**Ans:**

Total quality management is viewed from many angles – as a philosophy, as an approach and as a journey towards excellence. The main thrust is to achieve customer satisfaction by involving everybody in the organisation, across all functions with continuous improvement driving all

**SET – II**

**Q 4. Differentiate between logical and physical database modelling. 10**

**Ans:**

**Logical vs. Physical Database Modelling:**

Models are constructed to represent the proposed database in the visual form, so that, business requirements can be easily associated with database objects. Diagrams are produced to illustrate business processes, organisational units, rules, and entities. An Entity Relationship Diagram (ERD) represents the entities or clusters of information and their relationships maintained for the business. Process flow diagrams represent various processes and the flow of information, within and between different processes and entities. These are called database

**Q 5. What is Just-In-Time production? What are its aims and advantages? 5+5**

**Ans:**

**Just-In-Time production:**

Toyota Motor Corporation, with annual sales of over 9 million cars and trucks, is the largest vehicle manufacturer in the world. Two techniques, just-In-Time (JIT) and the Toyota Production System (TPS), have been instrumental in this post-world war II growth. Toyota, with a wide range of vehicles, competes head-to-head with successful and long-established companies in

**Q 3. Explain the factors which should be considered before scheduling an operation. How could you schedule a service? 5+5**

**Ans:**

Scheduling is basically a day-to-day planning of operations with details of a) which work centre will do which Job, b) When should an operation/job be started and ended, c) On which equipment should it be done and by whom, and d) What is the sequence in which job operations need to be