# MAULANA ABUL KALAM AZAD UNIVERSITY OF TECHNOLOGY, WEST BENGAL

**Paper Code : OM 402  BEHAVIORAL OPERATIONS MANAGEMENT**

**UPID : 004683**

*Time Allotted : 3 Hours*                                                                    *Full Marks :70*

*The Figures in the margin indicate full marks.*
*Candidate are required to give their answers in their own words as far as practicable*

## Group-A (Very Short Answer Type Question)

1. Answer any ten of the following :                                                        [ 1 x 10 = 10 ]

   (I)      What is average inventory?

   (II)     What do you mean by operations strategy?

   (III)    Define beginning inventory.

   (IV)    What Mixed strategy in operations planning will likely yield ?

   (V)     What are the inventory management methods?

   (VI)    What are the concepts of operations management?

   (VII)   What do you mean by capacity management?

   (VIII)  What does the term budgeting mean?

   (IX)    Define forecasting.

   (X)     What is an inventory?

   (XI)    Mention the Six Sigma tools.

   (XII)   What is the use of output orders?

## Group-B (Short Answer Type Question)

Answer any three of the following :                                                        [ 5 x 3 = 15 ]

2.  What is Pay for Performance ?                                                            [5]

3.  Explain the decisions operations managers make?                                          [5]

4.  Describe Incentives and rewards in operations.                                           [5]

5.  Describe the main daily tasks for an Operations Manager.                                 [5]

6.  Describe Bullwhip Effect of Supply Chain Management                                      [5]

## Group-C (Long Answer Type Question)

Answer any three of the following :                                                        [ 15 x 3 = 45 ]

7.  What do you know about managing budgets?                                                 [ 15 ]

8.  What is the Importance of Production Function and Production Management?                  [ 15 ]

9.  What are the levels of operations management?                                            [ 15 ]

10. What is the main purpose of operations management?                                       [ 15 ]

11. Define single facility location.                                                         [ 15 ]

*** END OF PAPER ***