

Modified

USN

--	--	--	--	--	--	--

10ME/PM81

Eighth Semester B.E. Degree Examination, June/July 2018

Operations Management

Time: 3 hrs.

Max. Marks: 100

Note: Answer FIVE full questions, selecting at least TWO questions from each part.

PART – A

- 1 a. What is productivity? Explain the factors affecting productivity. (10 Marks)
 b. Describe the term operations management. Explain the basic functions of business organization with the help of block diagram. (10 Marks)

- 2 a. Explain break even analysis with the necessary equations, graphs and assumptions. (10 Marks)
 b. A computer company evaluating three cities for a new plant to manufacture hardware components which will sell at Rs. 170/- each. The economic portion of a plant location study shows the following cost and market data:

Cities	A	B	C
F.C/Yr (in Rs.1000's)	300	200	150
V.C/unit	30	45	65

Cost data

Volume	Probability
4500	0.1
5500	0.3
6500	0.6

Market data

- i) On the basis of maximizing an economic expected value, graph the plant location curve (cost) using appropriate scale.
 ii) Which city should be selected on the basis of given volume estimate (from graph)?
 iii) What is the break even volume for the city selected? (10 Marks)

- 3 a. Define forecast. Explain the element of a good forecast. (10 Marks)
 b. What is weighted moving average? Considering the following data:

Period	1	2	3	4	5
Demand	42	40	43	40	41

- i) Compute a weighted average forecast using a weight of 0.4 for the most recent period, 0.3 for the next most recent, 0.2 for the next, and 0.1 for the next.
 ii) If the actual demand for the period 6 is 39, forecast the demand for period 7 using the same weights as in part (i). (10 Marks)

- 4 a. Differentiate design capacity and effective capacity with examples. (06 Marks)
 b. List and explain the factors that may inhibit capacity utilization. (10 Marks)
 c. Outline to general approach for developing location alternatives. (04 Marks)

PART – B

- 5 a. List the important strategies for aggregate planning. (04 Marks)
 b. Discuss general procedure for aggregate planning. (06 Marks)

- c. A clothing producer has generated a forecast for the next eight weeks. Demand is expected to be fairly steady, except for periods 3 and 4, which have higher demands.

Period	1	2	3	4	5	6	7	8	Total
Forecast	1200	1200	1400	3000	1200	1200	1200	1200	11600

The company typically hires seasonal workers to handle the extra workload in periods 3 and 4. The cost for hiring and training a seasonal worker is Rs.50/worker, and the company plans to hire two additional workers and train them period 3, for work load in period 4, and then lay them off (no cost for layoff). Develop an aggregate plan that uses steady o/p from regular workers with added o/p from the two seasonal workers in period 4. The o/p rate for the seasonal workers is slightly less than that of regular workers, so their cost/unit is higher. The cost/unit for regular workers is Rs.4/hr, while cost/unit for seasonal worker is Rs.5/unit. Backlog cost is Rs.1/unit/period.

(10 Marks)

- 6 a. Define the term 'inventory'. List the major functions of inventory. (10 Marks)
 b. Describe the basic EOQ model and its assumptions. (05 Marks)
 c. A local distributor for a national tyre company expects to sell approximately 9600 steel-belted radial tyres of a certain size and tread design next year. Annual carrying cost is Rs.16/tire, and ordering cost is Rs.75.
 i) What is the EOQ?
 ii) How many times per year does the store reorder? (05 Marks)
- 7 a. What do you understand by the term MRP? Describe the inputs, outputs and nature of MRP processing with the help of a neat block diagram. (10 Marks)
 b. Describe MRP-II with the help of a flow chart. (10 Marks)
- 8 a. Write short notes on:
 i) SCM
 ii) The procurement process
 iii) Concept of tenders
 iv) Importance of purchasing (12 Marks)
 b. List and explain the key performance measures of supply chain. (08 Marks)

* * * * *



10ME / PM 81

Scheme & Solutions

Subject Title : Operations Management

Signature of _____

Subject Code : 10ME / PM 81

Marks Allocated

Question Number	Solution	
	PART A	
1 (a)	<p><u>Productivity</u>: A measure of effective use of resources usually expressed in ratio of output to input.</p> <p><u>Factors affecting Productivity</u>: Methods, Capital, quality, technology, management, Standardizing, use of internet, Computer virus, Search for lost items, Safety, Scrap rates, Labour turnover, Layoff's, New workers, design of workplace, reward for productivity increase</p>	<u>Def.</u> 2 M <u>Listing</u> 2 M <u>Explanation</u> 6 M
1 (b)	<p><u>Operations Management</u> - The management of systems or processes that create goods and/or provide services</p> <p><u>Functions of business org</u>:</p> <pre> graph TD Org[organization] --> Fin[Finance] Org --> Op[operations] Org --> Mar[Marketing] </pre>	<u>Def.</u> 2 M <u>Figure</u> 2 M <u>Explanation</u> 6 M
2 (a)	<p><u>Break even Analysis</u>: The relationship between cost, revenue and volume of output</p> $\text{Q}_{BEP} = \frac{FC}{SR-VC}$	<u>Def.</u> 2 M <u>equation with explain</u> 2 M <u>Graph with explanation</u> 4 M
	<p><u>Assumptions</u>:</p> <ol style="list-style-type: none"> 1. one product is involved 2. Everything produced can be sold 3. VC/unit is same regardless of volume 4. FC donot change with vol. changes 5. Revenue/unit is same regardless of vol. 6 Revenue/unit exceeds V.C/unit 	<u>2 M</u> <u>10M</u> <u>8/10</u>

"APPROVED"

Registrar (Evaluation)

Visvesvaraya Technological University
BELAGAVI - 590018

Dr. T. Rangaswamy
Chairman, BOG (Mech. Engg.)
VTU, Belagavi
Professor & Head
Dept. of Mechanical Engg.
Engineering College,
(73201)



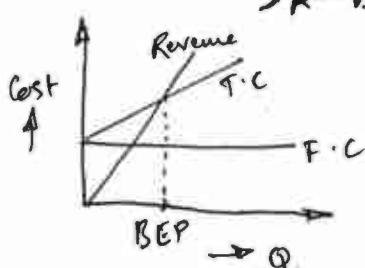
IOME / PM 81

Scheme & Solutions

Signature of Subject Controller

Subject Title : Operations Management

Subject Code : IOME / PM 81

Question Number	PART A / Solution	Marks Allocated
1 (a)	<p><u>Productivity</u>: A measure of effective use of resources usually expressed as ratio of output to input.</p> <p><u>Factors affecting Productivity</u>: Methods, capital, quality, technology, management, standardizing, use of internet, Computer virus, Search for lost items, Safety, Scrap rates, Labour turnover, Layoff's, New workers, design of workplace, reward for productivity increase.</p> <p><u>Listing</u></p>	<u>Defn.</u> 2 M <u>Explanation</u> 6 M.
1 (b)	<p><u>Operations Management</u> - The management of systems or processes that create goods and/or provide services</p> <p><u>Functions of business orgn</u> :</p> <pre> graph TD Org[Organization] --> Fin[Finance] Org --> Op[Operations] Org --> Mar[Marketing] </pre>	<u>Defn.</u> 2 M <u>Figure</u> 2 M <u>Explanation</u> 6 M.
2 (a)	<p><u>Break even Analysis</u>: The relationship between cost, revenue and volume of output</p> $\text{BEP} = \frac{FC}{SR - VC}$ <p><u>equation with explanation</u></p> 	<u>Defn.</u> 2 M <u>Graph with explanation</u> 4 M
	<p><u>Assumptions</u> :</p> <ol style="list-style-type: none"> one product is involved Everything produced can be sold VC/unit is same regardless of volume FC do not change with vol. changes. Revenue/unit is same regardless of vol. Revenue/unit exceeds V.C./unit. 	2 M 10 M

Question Number	Solution	Marks Allocated						
2(b)	<p>From the market data, volume estimate is</p> $\text{Ex}(P[x]) = 4500 \times 0.1 + 5500 \times 0.3 + 6500 \times 0.6$ $= \underline{\underline{6000 \text{ units}}}$ <p>T.C of A = $FC + VC \times Q = 300 \times 1000 + 30(6000)$</p> $(TC)_A = ₹ 4,80,000/-$ <p>$(TC)_B = 200 \times 1000 + 45(6000) = ₹ 4,70,000/-$</p> <p>$(TC)_C = 150 \times 1000 + 65(6000) = ₹ 5,40,000/-$</p> <p>(ii) From the graph and above calcⁿ, <u>B</u> is best — 4 M</p> <p>(iii) B.E. volume for the quantity selected for Ch B</p> $Q_{BEP} = \frac{FC}{S.P - VC} = \frac{200 \times 1000}{170 - 45} = 1600 \text{ units} — 2 M$ <p>(i) Graph</p>							
3(a)	<p><u>Forecast</u>: A statement about the future value of a variable of interest.</p> <p><u>Elements of good forecast</u></p> <p>Timely, accurate, reliable, meaningful units, in writing, Simple to understand & use, Cost effective.</p>	<table border="1"> <tr> <td>Defn.</td> <td>2 M</td> </tr> <tr> <td>List</td> <td>3 M</td> </tr> <tr> <td>explain</td> <td>5 M</td> </tr> </table>	Defn.	2 M	List	3 M	explain	5 M
Defn.	2 M							
List	3 M							
explain	5 M							

Question Number	Solution	Marks Allocated
3(b)	<p>Weighted Moving average: In WMA, more recent values in a series are given more weight in computing a forecast.</p> <p>(i) $F_6 = 40(0.1) + 43(0.2) + 40(0.3) + 41(0.4)$ $\underline{\underline{F}} = \underline{\underline{41.0}}$ Ans</p> <p>(ii) $F_7 = 43(0.1) + 40(0.2) + 41(0.3) + 39(0.4)$ $\underline{\underline{40.2}}$ Ans.</p>	<p style="text-align: right;">Defn 2 M</p> <p style="text-align: right;">(i) 4 M</p> <p style="text-align: right;">(ii) 4 M</p> <hr style="width: 100px; margin-left: auto; margin-right: 0;"/> <p style="text-align: right;">10 M</p>
4(a)	<p><u>Design capacity</u>: The max op rate or service capacity an operation, process, or facility is designed for eg: ideal conditions viz no. of seats in a theater</p> <p><u>Effective capacity</u>: Design capacity minus allowances such as personal time & maintenance. eg: no. of ticket sold / show</p>	<p style="text-align: right;">3+3 = 6 M</p>
(b)	<p><u>factors inhibit capacity utilization</u>: Facilities, product and service factors, process factors, human factors, policy factors, operational factors, supply chain factors, external factors —</p>	<p style="text-align: right;">List - 4 M Expl - 6 M</p>
(c)	<p><u>Procedure for developing location alternatives</u></p> <ul style="list-style-type: none"> (i) Decide on the criteria to use for evaluating location alternatives (ii) Identify imp. factors, such as location of markets (iii) Develop location alternatives identifying countries, general region, community alternatives (iv) Evaluate alternatives and make a selection 	<p style="text-align: right;">$\frac{4 \times 1}{=}$ 4 M</p>

Question Number	PART B Solution	Marks Allocated																																																																																																																																																																																																																												
5(a)	<u>Strategies for aggregate planning</u> <u>Pure Strategy</u> : maintaining a level work force, maintain a steady O/P rate, match demand period <u>Mixed strategy</u> : Use a combination of decision variable	2+2 = 4 M																																																																																																																																																																																																																												
(b)	<u>Procedure</u> : (i) Determine demand for each period. (ii) Determine Capacities for each period. (iii) Identify Company that are pertinent. (iv) Determine unit costs for RT, OT, SC holding inventories, backorders, layoffs, relevant costs. (v) Develop alternative costs plans & Compute the cost for each. (vi) If satisfactory plans emerge, select the best alternatives.	6x1 = 6 M																																																																																																																																																																																																																												
(c)	<table border="1"> <thead> <tr> <th>Period</th><th>1</th><th>2</th><th>3</th><th>4</th><th>5</th><th>6</th><th>7</th><th>8</th><th>Total</th></tr> </thead> <tbody> <tr> <td>Forecast</td><td>1,200</td><td>1,200</td><td>1,400</td><td>3,000</td><td>1,200</td><td>1,200</td><td>1,200</td><td>1,200</td><td>11,600</td></tr> <tr> <td>Output</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr> <td>Regular</td><td>1,200</td><td>1,200</td><td>1,200</td><td>1,200</td><td>1,200</td><td>1,200</td><td>1,200</td><td>1,200</td><td>9,600</td></tr> <tr> <td>Part time</td><td></td><td></td><td></td><td></td><td></td><td>2,000</td><td></td><td></td><td>2,000</td></tr> <tr> <td>OT</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>0</td></tr> <tr> <td>SC</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>0</td></tr> <tr> <td>Output-Forecast</td><td>0</td><td>0</td><td>-200</td><td>200</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr> <tr> <td>Inventory</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr> <td>Beginning</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr> <tr> <td>Ending</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr> <tr> <td>Average</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td></tr> <tr> <td>Backlog</td><td>0</td><td>0</td><td>200</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>200</td></tr> <tr> <td>Costs</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr> <td>Regular</td><td>@ 4</td><td>4,800</td><td>4,800</td><td>4,800</td><td>4,800</td><td>4,800</td><td>4,800</td><td>4,800</td><td>38,400</td></tr> <tr> <td>Part time</td><td>@ 5</td><td>0</td><td>0</td><td>0</td><td>10,000</td><td>0</td><td>0</td><td>0</td><td>10,000</td></tr> <tr> <td>OT</td><td>@ 0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr> <tr> <td>SC</td><td>@ 0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr> <tr> <td>Hire/Layoff</td><td>50</td><td></td><td></td><td>100</td><td></td><td></td><td></td><td></td><td>100</td></tr> <tr> <td>Inventory</td><td>@ 0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td></tr> <tr> <td>Backorder</td><td>@ 1</td><td>0</td><td>0</td><td>200</td><td>0</td><td>0</td><td>0</td><td>0</td><td>200</td></tr> <tr> <td>Total</td><td></td><td>4,800</td><td>4,800</td><td>5100</td><td>4800</td><td>4800</td><td>4800</td><td>4800</td><td>48,700</td></tr> </tbody> </table>	Period	1	2	3	4	5	6	7	8	Total	Forecast	1,200	1,200	1,400	3,000	1,200	1,200	1,200	1,200	11,600	Output										Regular	1,200	1,200	1,200	1,200	1,200	1,200	1,200	1,200	9,600	Part time						2,000			2,000	OT									0	SC									0	Output-Forecast	0	0	-200	200	0	0	0	0	0	Inventory										Beginning	0	0	0	0	0	0	0	0	0	Ending	0	0	0	0	0	0	0	0	0	Average	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Backlog	0	0	200	0	0	0	0	0	200	Costs										Regular	@ 4	4,800	4,800	4,800	4,800	4,800	4,800	4,800	38,400	Part time	@ 5	0	0	0	10,000	0	0	0	10,000	OT	@ 0	0	0	0	0	0	0	0	0	SC	@ 0	0	0	0	0	0	0	0	0	Hire/Layoff	50			100					100	Inventory	@ 0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Backorder	@ 1	0	0	200	0	0	0	0	200	Total		4,800	4,800	5100	4800	4800	4800	4800	48,700	10M
Period	1	2	3	4	5	6	7	8	Total																																																																																																																																																																																																																					
Forecast	1,200	1,200	1,400	3,000	1,200	1,200	1,200	1,200	11,600																																																																																																																																																																																																																					
Output																																																																																																																																																																																																																														
Regular	1,200	1,200	1,200	1,200	1,200	1,200	1,200	1,200	9,600																																																																																																																																																																																																																					
Part time						2,000			2,000																																																																																																																																																																																																																					
OT									0																																																																																																																																																																																																																					
SC									0																																																																																																																																																																																																																					
Output-Forecast	0	0	-200	200	0	0	0	0	0																																																																																																																																																																																																																					
Inventory																																																																																																																																																																																																																														
Beginning	0	0	0	0	0	0	0	0	0																																																																																																																																																																																																																					
Ending	0	0	0	0	0	0	0	0	0																																																																																																																																																																																																																					
Average	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0																																																																																																																																																																																																																					
Backlog	0	0	200	0	0	0	0	0	200																																																																																																																																																																																																																					
Costs																																																																																																																																																																																																																														
Regular	@ 4	4,800	4,800	4,800	4,800	4,800	4,800	4,800	38,400																																																																																																																																																																																																																					
Part time	@ 5	0	0	0	10,000	0	0	0	10,000																																																																																																																																																																																																																					
OT	@ 0	0	0	0	0	0	0	0	0																																																																																																																																																																																																																					
SC	@ 0	0	0	0	0	0	0	0	0																																																																																																																																																																																																																					
Hire/Layoff	50			100					100																																																																																																																																																																																																																					
Inventory	@ 0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0																																																																																																																																																																																																																					
Backorder	@ 1	0	0	200	0	0	0	0	200																																																																																																																																																																																																																					
Total		4,800	4,800	5100	4800	4800	4800	4800	48,700																																																																																																																																																																																																																					

Question Number	Solution	Marks Allocated
6(a)	<p><u>Inventory</u>: It is a stock or store for goods.</p> <p><u>Functions of Inventory</u></p> <ul style="list-style-type: none"> (i) To meet anticipated customer demand (ii) To smooth production requirements (iii) To decouple operations (iv) To protect against stockouts (v) To take advantage of order cycles (vi) To hedge against price increases (vii) To permit operations (viii) To take advantage of quantity discounts 	$ \begin{aligned} & \text{Defn} \\ & 2M \\ & + 8 \times 1 \\ & = 8M \\ & \hline & 10M \end{aligned} $
(b)	<p><u>EOQ Model</u> - Used to identify a fixed order size that will minimize the sum of annual costs.</p> <p><u>Assumptions</u></p> <ul style="list-style-type: none"> ① Only one product involved ② Annual demand requirements are known ③ Demand is spread evenly throughout the year ④ Lead time is known & constant ⑤ Each order is received in a single delivery ⑥ There are no quantity discounts 	$ \begin{aligned} & \text{Defn} \\ & 2M \\ & (6 \times 1) \\ & = 3M \\ & \hline & 5M \end{aligned} $
(c)	<p><u>Given</u>: $D = 9,600 \text{ tyres/yr}$, $H = 216/\text{unit/yr}$, $S = 275$</p> <p>(i) $\text{EOQ} = \sqrt{2DS/H} = \sqrt{2(9,600)75/16} = 300 \text{ tyres}$.</p> <p>(ii) $\text{No. of orders/yr} = D/Q = \frac{9,600 \text{ tyres/yr}}{300 \text{ tyres/order}} = 32 \text{ orders}$</p>	$ \begin{aligned} & (2.5 \times 2) \\ & = 5M \end{aligned} $
7(a)	<p><u>MRP</u>: (Material Requirement Planning) - A computer based information system that translates master schedule requirements for end items into time phased requirements for subassemblies, components and raw materials.</p>	

Question Number	Solution	Marks Allocated
7(a)	<p><u>MRP inputs</u></p> <pre> graph LR OS[Orders] --> MS[Master Schedule] FO[Forecast] --> MS DC[Design changes] --> BOM[B.O.M] RW[Receipts with draws] --> Inv[Inventory] MS --> MPP[MRP Computer Programs] BOM --> MPP Inv --> MPP MPP -- Primary --> CO[Changes, Order releases, Planned order schedule] MPP -- Secondary --> ER[Exception reports, Planning reports, Performance control] CO --> IT[Inventory transaction] ER --> IT </pre> <p><u>MRP processing</u></p> <p><u>MRP outputs</u></p> <ul style="list-style-type: none"> Primary: Changes, Order releases, Planned order schedule Secondary: Exception reports, Planning reports, Performance control <p>Inventory transaction</p>	<p>Defn MRP = 2 M</p> <p>Block diagram = 4 M</p> <p>Description = 4 M</p>
7(b)	<p><u>MRP-II</u></p> <pre> graph TD MD[Market demand] --> PP[Production plan] MKT[Marketing] --- PP FIN[Finance] --- PP PP --> CP[Capacity planning] CP --> PROB{Problems} PROB -- Yes --> APP[Adjust production plan] APP --> MPS[Master Production schedule] MPS --> MRPII[MRP] MRPII --> RCCP[Rough-cut capacity planning] RCCP --> PROB2{Problems} PROB2 -- Yes --> APP2[Adjust master schedule] APP2 --> RS[Requirements schedules] PROB2 -- No --> RS </pre>	<p>Flow chart: = 6 M</p> <p>Explanation = 4 M</p>
8(a)	<p><u>Short notes</u></p> <p>4 Marks \times 3 = 12 M</p>	12 M
(b)	<p><u>Performance measures of supply chain</u></p>	8 M
	<p>Financial (Return on assets, Cost, Cash flow, Profits)</p> <p>Operations (Productivity, quality).</p> <p>Order fulfillment (Order accuracy, Time to fill orders, % of incomplete order shipped)</p> <p>Suppliers (quality, on time delivery, cooperation, flexibility)</p> <p>Inventory (Average value, Turnover, weeks of supply)</p> <p>Customers (Customer satisfaction, % of customer complaints)</p>	

Question Number	Solution	Marks Allocated
7(a)	<p><u>MRP inputs</u></p> <pre> graph LR A[Orders forecast] --> B[Master Schedule] C[Design changes] --> D[Inventory] D -- Receipt with desk --> E[Inventory] B --> F[MRP Computer Programs] F -- Primary --> G[Changes Order releases Planned order schedule] F -- SEC --> H[Exception reports Planning reports Performance control] G --> I[Inventory transaction] H --> I </pre> <p><u>MRP processing</u></p> <p><u>MRP outputs</u></p> <ul style="list-style-type: none"> Changes Order releases Planned order schedule Exception reports Planning reports Performance control <p><u>inventory transaction</u></p>	<p>Diagram = 2 m</p> <p>Block diagram = 4 m</p> <p>Description = 24 m</p>
7(b)	<p><u>MRP-II</u></p> <pre> graph TD A[Market demand] --> B[Production plan] B -- manufacturing --> C[Capacity planning] C --> D{Problems} D -- Yes --> E[Adjust prod. plan] E --> F[Master production schedule] F --> G[MRP] G --> H[Rough-cut capacity planning] H --> I{Problems} I -- Yes --> J[Adjust master schedule] J --> K[Requirements scheduler] I -- No --> K </pre>	<p>Flow chart = 6 m</p> <p>Explanation = 4 m</p>
8(a)	<p><u>Short notes</u></p> <p>4 Marks \times 3 = 12 m</p>	12 m
(b)	<p><u>Performance measures of supply chain</u></p> <p>Financial (Return on assets, Cost, Cash flow, Profits)</p> <p>Operations (Productivity, quality)</p> <p>Order fulfillment (Order accuracy, Time to fill orders, % of incomplete order shipped)</p> <p>Suppliers (Quality, on time delivery, Cooperation, flexibility)</p> <p>Inventory (Average value, Turnover, weeks of supply)</p> <p>Customers (Customer satisfaction, % of customer complaints)</p>	8 m

"APPROVED"*Ramya*

Registrar (Evaluation)

Vivekananda Technological University
BELAGAVI - 590018

Dr. T. Ramya
Chairman, BOE
VTU, Belgaum
Professor & Head
Dept. of Mechanical Engg.
Engineering College
2001