

S.D.E.
M.B.A. (E) Sem-IV (2 Year Course) : SUMMER - 2019
ELECTIVE-V: e) SERVICE OPERATIONS MANAGEMENT (PRODUCTION
MANAGEMENT)

Day: Friday
Date: 17/05/2019

S-2019-5236

Time: 02.00 PM TO 05.00 PM
Max Marks: 70

N.B.:

- 1) Attempt **ANY FOUR** questions from section-I and attempt **ANY TWO** questions from section-II.
 - 2) Answer to both the sections should be written in **SAME** Answer book.
 - 3) Figures to the right indicate **FULL** marks.
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SECTION-I

- Q.1** Explain the different Challenges in Operations Management of Services. **(10)**
- Q.2** Discuss the factors affecting Facility Location Decision for Services Industry. **(10)**
- Q.3** Explain the effect of automation in the performance of service organization. **(10)**
- Q.4** Elaborate the significance of Control in the Services. **(10)**
- Q.5** Write short notes on **ANY TWO** of the followings **(10)**
- a) Distribution of services
 - b) Scheduling for vehicles
 - c) Work measurement

SECTION-II

- Q.6** Examine the significance of inventory control in services industry. **(15)**
- Q.7** Explain with appropriate example the maintenance of services. **(15)**
- Q.8** Discuss the advancements in services operations management with suitable examples. **(15)**

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