

MASTER OF HOSPITAL ADMINISTRATION (CBCS-2018 COURSE)
M.H.A.Sem - III : WINTER : 2021
SUBJECT: OPERATIONS MANAGEMENT & RESEARCH

Day : Monday
Date : 17-01-2022

W-19583-2021

Time : 10:00 AM-01:00 PM
Max. Marks: 60

N.B.

- 1) All the questions are **COMPULSORY**.
 - 2) Figures to the right indicates **FULL** marks.
 - 3) Answer to both the sections should be written in **SEPARATE** answer book.
 - 4) Draw neat diagram **WHEREVER** necessary.
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SECTION – I

- Q.1** Answer any **TWO** out of the following. **(20)**
- a) Define operation management. Enumerate its objectives.
 - b) Discuss the steps of product design and selection process.
 - c) Define process. Explain with a suitable example from hospital operations management.
- Q.2** Answer any **TWO** out of the following. **(10)**
- a) ERP
 - b) Advantages and Disadvantages of mass production
 - c) Process selection criteria

SECTION – II

- Q.3** Answer any **TWO** out of the following. **(20)**
- a) Discuss the general steps to be followed in applying OR strategies to solve optimization problems.
 - b) Patients are waiting outside an EYE CARE facility, which has 3 doctors. Discuss the nature of the queuing problem. Comment on nature of arrival process, service mechanism, and possible variations.
 - c) Manufacturing FEED MIX for animals, is an Optimization Problem of the LP type. Justify.
- Q.4** Write short notes on any **TWO** of the following. **(10)**
- a) History of Operations Research
 - b) Reneging and Balking in queuing systems.
 - c) Critical Path Method.

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