

**Subject : Elective-VII : Service Operations Management (Production & Operations Management)**

Day : Monday

Date : 19/12/2016



Time : 02.00 PM TO 05.00 PM

Max Marks : 70 Total Pages : 1

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**N. B. :**

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

- Q. 1** Describe Aggregate Capacity Planning for services with suitable examples. **(10)**
- Q. 2** Explain Dynamics of Service Delivery System by citing examples. **(10)**
- Q. 3** Discuss distribution of Services with suitable examples. **(10)**
- Q. 4** Explain matrix of Service characteristics with suitable examples. **(10)**
- Q. 5** Write short notes on **ANY TWO** of the following: **(10)**
- a) Effect of Automation
  - b) Challenges in Operations Management of Services
  - c) Job Design
  - d) Scheduling for Services Personnel and Vehicles

**SECTION - II**

- Q. 6** Discuss Waiting – Line – Analysis concept by citing examples. **(15)**
- Q. 7** What do you understand from ‘Work Measurement’? Explain any one Work Measurement Technique. **(15)**
- Q. 8** Explain the term ‘Service Operations Management’. Discuss measurement and control of Quality of Services with suitable examples. **(15)**

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