

Total No. of Questions : 5]

SEAT No. :

PF5714

[Total No. of Pages : 2

[6648]-604

F.Y. M.B.A.

**OSCM-554-MJ-GC-12 : OPERATIONS & SUPPLY CHAIN
MANAGEMENT
(2024 Pattern) (Semester - II)**

Time : 2½ Hours]

[Max. Marks : 50

Instructions to the candidates:

- 1) *All questions are compulsory.*
- 2) *All questions carry equal marks.*

Q1) Solve any five (2 marks each)

[10]

- a) Define operations management.
- b) What is Supply Chain Management?
- c) Explain the concept of Internal customer.
- d) Define total quality management.
- e) Explain service Blueprinting.
- f) Define the functions of PPC.
- g) Define Lean management.

Q2) Solve any Two (5 marks each)

[10]

- a) Describe the role of technology in service delivery systems.
- b) Describe Ethical & Environmental issues in OSCM.
- c) Outline a Supply Chain for any Electronic item of your choice.

P.T.O.

Q3) a) Discuss the challenges in managing global Supply Chains. How can companies overcome these challenges. **[10]**

OR

b) Discuss the importance of demand forecasting & the methods used for forecasting in operations.

Q4) a) Design the service system for online Banking operations (consider assumptions). **[10]**

OR

b) Analyze & Explain the Evolution from manufacturing to Supply Chain management.

Q5) a) Illustrate the method of solving numerical of EOQ & EOQ with discount with an eg. **[10]**

OR

b) Explain the linkages of Supply Chain management with customer services & mention enablers of Supply Chain management.