

College Name: _____

Seat No: _____ Student's Name: _____

Copy No: _____

**KARACHI UNIVERSITY BUSINESS SCHOOL
UNIVERSITY OF KARACHI
FINAL EXAMINATION, DECEMBER 2016; AFFILIATED COLLEGES
PRODUCTION & OPERATION MANAGEMENT; BA (H)-522
BBA – VI**

Date: January 5, 2017

**Max Time: 2 Hrs
Max Marks: 40**

INSTRUCTIONS:

- 1. Attempt any 4 questions. Do not write anything on the question paper.**
- 2. Mobile phone(s) or any other communicating device will not be allowed in the examination room. Students will have to remove the batteries of these devices before entering the examination hall.**

- Q1 Production and operation systems are becoming more and more customer oriented. How is this affecting the functioning of the supply chain?
- Q2 What do you mean by aggregate production planning? Discuss different production planning strategies.
- Q3 Explain the five reasons productivity is difficult to improve in the service sector.
- Q4 Explain the seven concepts to Total Quality Management. Explain how improving quality can lead to reduced cost.
- Q5 Define any five, job enrichment, job enlargement, job rotation, job specialization, strategic capacity planning, capacity cushion, and employee empowerment?
- Q6 What potential cost saving advantages might firms experience by using outsourcing? Elaborate.

END OF SUBJECTIVE PAPER