

College Name: \_\_\_\_\_

Student Name: \_\_\_\_\_ Seat No: \_\_\_\_\_

Copy No: \_\_\_\_\_

**KARACHI UNIVERSITY BUSINESS SCHOOL  
UNIVERSITY OF KARACHI  
FINAL EXAMINATION JUNE 2017; AFFILIATED COLLEGES  
PRODUCTION MANAGEMENT; BA (M)–631  
MBA – III**

**Date: July 7, 2017**

**Max Time: 100 Mins**

**Max Marks: 40**

**INSTRUCTION:**

- 1. Attempt any 4 questions. Do not write anything on the question paper, EXCEPT the initials mentioned above.**
- 2. Mobile phone or any 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 Distinguish between design capacity and effective capacity. Explain why doubling the capacity of a bottleneck may not double the system capacity?
- Q2 Philip Crosby said that quality is free. Why? What roles do operations managers play in addressing the major aspects of service quality?
- Q3 How can TQM be differentiated from ISO 9000? The material requirement planning (for manufacturing activities) closely interacts with master schedule, bill of material, inventory records, and output reports. Elaborate the statement.
- Q4 Why there is a high pressure for lowering inventory in organizations?
- Q5 How does yield management impact an aggregate plan?
- Q6 Under what conditions would a firm want its capacity to lag demand? To lead demand? Explain with illustration.

**END OF SUBJECTIVE PAPER**