TUTOR MARKED ASSIGNMENT

COURSE CODE	**:**	**BMP-002**
COURSE TITLE	**:**	**OPERATIONS MANAGEMENT**
ASSIGNMENT CODE	**:**	**BMP-002/TMA/2026-27**
COVERAGE	**:**	**ALL BLOCKS**

Maximum Marks: 100

Note: Attempt all the questions.

1) a) Define operations management. Briefly explain the scope and functions of operations management. **(10+10)**

b) What do you mean by operations strategy? Discuss various types of operations strategies with hypothetical examples.

2) Define product design. Explain the process of design and selection of new product and services. Why does the product require to be continuously modified according to its life cycle stages? Discuss. **(4+8+8)**

3) a) What is inventory? Briefly explain the types of inventory and inventory costs. **(10+10)**

b) What do you mean by inventory control. Describe various inventory control systems based on the methodology or technology used in businesses.

4) **Distinguish between:** **(4x5)**

a) Concept selection and Concept testing

b) Logistics and Warehousing

c) Job processing and batch processing

d) Gantt charts and Network diagrams

5) **Write short notes on the following:** **(4x5)**

a) EOQ Model

b) Request for Quotation (RFQ)

c) Containerization

d) Dock scheduling

1) a) Define operations management. Briefly explain the scope and functions of operations management. (10+10)

Answer

Operations management is the systematic design, direction and control of the processes through which an organisation converts inputs into useful goods and services. The inputs may include people, materials, machines, money, methods, information and technology. Operations management coordinates these resources so that the required output is produced in the right quantity, at the right quality, at the right time and at a reasonable cost. It applies not only to factories but also to banks, hospitals, hotels, transport companies, educational institutions, online platforms and other service organisations.

Scope of operations management

The scope of operations management is wide because almost every activity that creates and delivers customer value has an operational side. At the strategic level, it helps decide what capabilities the organisation should build and how its operations will support long-term business goals. At the operating level, it plans and controls the day-to-day flow of work. Major areas within its scope include the following:

- Product and service design: deciding the features, performance, quality level and service package that will satisfy customer needs while remaining practical to produce or deliver.
- Process design and process selection: choosing the sequence of activities, technology, equipment and methods by which inputs will be transformed into outputs.
- Capacity, location and layout decisions: deciding how much capacity is required, where facilities should be located and how machines, departments, people and storage areas should be arranged for smooth flow.
- Resource and workforce management: ensuring the effective use of labour, machines, facilities, energy, information and other productive resources.
- Forecasting, planning and scheduling: estimating demand, preparing production or service plans, allocating jobs to resources and setting time schedules so that commitments can be met.