

**INTERMEDIATE EXAMINATION****SET 2****MODEL QUESTION PAPER****TERM – DECEMBER 2025****PAPER – 9****SYLLABUS 2022****OPERATIONS MANAGEMENT AND STRATEGIC MANAGEMENT****Time Allowed: 1 Hour****Full Marks: 100**

Answer all questions. Each question carries 2 marks.

SECTION – A (Compulsory)**1. Choose the correct option:****[15 x 2 =30]****i. One of the requirements of Aggregate Planning is:**

- a. Output and sales should be expressed in a logical overall unit of measuring
- b. Appropriate time period
- c. List of all resources available
- d. List of operations required

ii. For Quality Assurance in Production and Installation the _____ model is be used.:

- a. ISO 9001
- b. ISO 9002
- c. ISO 9003
- d. None of the above

iii. A cement factory in Madhya Pradesh works 7 days a week in 3 shifts per days having maintenance in the first shift of around 2 hours. It has roughly 100 workers which produces only pozzolanic properties cement better known as PPC. The output per month is around 2500 tonnes of PPC. Find the productivity per worker?

- a. 20 tonnes
- b. 30 tonnes
- c. 25 tonnes
- d. 15 tonnes

iv. Which of the following is not project quality management?

- a. Quality Definition
- b. Quality Assurance
- c. Quality Control
- d. Quality Inspection



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- v. The event from where more than one activity starts:
- Merge event
 - Brust Event
 - start event
 - event nodes
- vi. The critical path analysis is an important tool in production planning and _____:
- Loading
 - scheduling
 - Routing.
 - All the above
- vii. One of the important charts used in programme control is:
- Material chart
 - Gantt chart
 - Route chart
 - Inspection chart
- viii. Which one of the following is NOT the advantage of Preventive Maintenance?
- Better product quality
 - Greater safety to workers
 - Increased breakdowns and downtime
 - Fewer large-scale repairs
- ix. One of the objectives of maintenance is:
- to prevent obsolescence
 - to ensure spare parts management
 - to satisfy customers
 - to extend the useful life of Plant & Machinery without sacrificing the level of performance
- x. In some case the _____ and inconvenience due to breakdown of equipment is so high that standby equipment is kept:
- Cost



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- b. Loss
- c. Time
- d. Interval

xi. Which of the following is correct about Red Ocean Strategy:

- a. Exploit existing demand
- b. Create and capture new demand
- c. Create uncontested markers to serve
- d. Align the whole system of a firm's activities in pursuit of differentiation and low cost.

xii. Which among the following is incorrect lyre of organisational structure?

- a. Value
- b. Beliefs
- c. Behaviours
- d. Objective

xiii. In SMART goal framework 'A' consist of:

- a. Advanced
- b. Ambitious
- c. Attainable
- d. Assessable

xiv. A company develops a new recycling process to reduce waste. Which PESTEL factor is it responding to?

- a. Environmental
- b. Technological
- c. Economic
- d. Political

xv. Which among the following is true?

- a. BPR has resulted in major gains in efficiency
- b. BPR has resulted in major gains in speed
- c. BPR has resulted in major gains in quality
- d. BPR has resulted in gains in efficiency, quality and speed



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Section – B

(Answer any five questions out of seven questions given. Each question carries 14 Marks)

[5 x 14 = 70]

2. (a) What are the characteristics of Modern Operations Function? [7]

(b) Explain the different stages of product life cycle. [7]

3. (a) A Public transport system is experiencing the following number of breakdowns for months over the past 2 years in their new fleet of vehicles:

Number of breakdowns	0	1	2	3	4
Number of months this occurred	2	8	10	3	1

Each break down costs the firm an average of ₹2,800. For a cost of ₹ 1,500 per month, preventive maintenance can be carried out to limit the breakdowns to an average of one per month. Calculate which policy is suitable for the firm?

[7]

(b) With the help of following data project illustrate the trend of sales for the next five years:

Years	2018	2019	2020	2021	2022	2023
Sales (in lakhs)	100	110	115	120	135	140

[7]

4. (a) A captain of a cricket team has to allot five middle batting positions to five batsmen. The average runs scored by each batsman at these positions are as follows:

Batting Position						
Batsmen		III	IV	V	VI	VII
A		40	40	35	25	50
B		42	30	16	25	27
C		50	48	40	60	50
D		20	19	20	18	25
E		58	60	59	55	53

Prepare the assignment so that the expected total average runs scored by these batsmen are maximum.

[7]



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- (b) Wanda's Car Wash & dry is an automatic, five-minute operation with a single bay. On a typical Saturday morning, cars arrive at a mean rate of eight per hour, with arrivals tending to follow a Poisson distribution. Calculate:

- I. The average number of cars in line.
- II. The average time cars spend in line and service.

[7]

5. (a) A pension fund manager is considering investing in two shares A and B. It is estimated that:

- (i) Share A will earn a dividend of 12% per annum and share B 4% per annum.
- (ii) Growth in the market value in one year of share A will be 10 paise per ₹1 invested and in B 40 paise per ₹1 invested.

He requires investing the minimum total sum which will give:

Dividend income of at least ₹600 per annum and growth in one year of at least ₹1,000 on the initial investment.

You are required to:

Prepare the mathematical formulation of the problem which will facilitate computation of the minimum sum to be invested to meet the manager's objective.

[7]

- (b) Prepare the network diagram for the following activities and identify critical path and total duration of project.

Activity	Duration (months)	Activity	Duration (months)
1-2	2.5	4-5	2.0
2-3	2.5	5-6	3.0
2-4	1.5	6-7	1.5
3-4	1.0	5-7	1.5
3-5	1.0		

[7]

6. (a) Explain Balanced score card and what are the different perspectives of Balanced score card.

[7]

- (b) Explain the demerits of Big Data.

[7]

7. (a) Discuss value chain. What are the primary and secondary activities?

[7]

- (b) Examine the steps involved in strategic planning.

[7]

8. (a) Discuss the nine-design test on structural solutions.

[7]

- (b) Analyze the traditional and contemporary approach of strategic control.

[7]



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