



DR. B. R. AMBEDKAR OPEN UNIVERSITY

ROAD NO. 46, JUBILEE HILLS, HYDERABAD – 500 033. T.S.

Dear Student,

We are enclosing *TWO* assignments in each course, for *ALL* the *FOUR* courses of **Second Semester of Diploma in Operations Management Programme (2024-25 Batch and Earlier Batches)**. Please note the following points, while answering these assignments:

1. Writing and submitting these given 'Assignments' are compulsory for the students of PG Diploma Financial Management Programme. They have a weightage of 30% in each course.
2. You have to submit both the assignments compulsorily. You will not be allowed to appear for the year-end examinations of any course, unless you submit the specified number of assignments in time, for that course.
3. Each assignment carries a maximum of 15 marks and you have to score a minimum of 40% marks, i.e., 6 out of 15, to qualify in that assignment. If you fail to score the minimum marks in any assignment, you have to necessarily resubmit that particular uncleared assignment along with the regular/current batch. Repetition of the same assignment will in no case be allowed.
4. The maximum marks for each course at the semester-end examination are 70 and you have to score a minimum of 40% marks, i.e., 28 out of 70 marks.
5. Division will be awarded on the basis of the aggregate marks obtained in assignments as well as in the semester-end examinations.
6. Dates of submission for the assignments are:

FIRST AND SECOND ASSIGNMENTS:

**All the Six Courses
31-01-2026**

****ASSIGNMENTS SUBMITTED AFTER THE DUE DATE WILL NOT BE ACCEPTED****

7. If, under unavoidable circumstances, you fail to submit the assignments within the stipulated time, your results will be declared only after the submission and evaluation of all the assignments.
8. If any student fails to submit all the assignments within the stipulated time, he/she has to answer the set of assignments that are sent to the batch in currency/progress at that time.

9. You have to submit your assignments in the same Study Centre to which you are attached.
10. The first page of your response sheet should be in the following format:

Student Admission No. :
Name of the Student :
Address :
Mobile No. :
E-mail Id. :
Name of the Programme :
Course Code & Title :
Assignment No. :
Study Centre (Name & Code) :
Date of Submission :
Signature of the Student :

11. Please go through the relevant course units thoroughly before answering your assignments.
12. In case the assignment is in figurative / problem & solution model, you have to answer it in the required / pertinent format. You should give working notes also wherever necessary.
13. Before submitting the assignments, check them carefully to make sure that you have attempted all the main points of all the questions.
14. You are required to use only foolscap paper for your responses. Allow some margin on the left, in order to facilitate the evaluator to record his comments.
15. You have to answer the assignments in your own words.
16. Do not copy from the response sheets of other students. If copying is noticed, the assignments of all such students will be rejected.
17. Start each assignment on separate sheets of paper.
18. You can consult your counsellors and get clarification on your doubts, if any, while answering the assignments.
19. The assignments should be neatly hand written. ***Typed or Computerized assignments will not be accepted.***
20. You have to prepare your responses in duplicate, submit the original at your study centre and retain the second copy with yourself as a record.
21. You can collect back the evaluated assignments from your study centre, if you want.
22. In case you request for a change of study centre, you should submit your assignments only to the original study centre until the University gives effect to such request for change of study centre.
23. Further correspondence should be made to the following address:

The Director (Student Services Branch)
Dr. B. R. Ambedkar Open University, Prof. G. Ram Reddy Marg,
Road No.46, Jubilee Hills, Hyderabad – 500 033

HEAD

DEPARTMENT OF BUSINESS MANAGEMENT



DR. B.R. AMBEDKAR OPEN UNIVERSITY
DEPARTMENT OF BUSINESS MANAGEMENT

DIPLOMA IN OPERATIONS MANAGEMENT PROGRAMME
(BATCH: 2024-25)
COURSE – DOM24501SCM– SUPPLY CHAIN MANAGEMENT

SECOND SEMESTER

ASSIGNMENT – I **(MARKS: 15)**
ANSWER ALL QUESTIONS
ALL QUESTIONS CARRY EQUAL MARKS

1. a) Write a brief note on supply chain management. Construct a framework for supply chain management.
b) Present a different types of supply chain models that helps us in understanding optimization methods.
2. a) Examine the fundamental principles to guide transportation management facilities in supply chain management.
3. a) What are the key components and dimensions of warehouse management system?
b) How does the balanced score card approach contribute to the assessment of supply chain performance? Explain.

ASSIGNMENT – II **(MARKS: 15)**
ANSWER ALL QUESTIONS
ALL QUESTIONS CARRY EQUAL MARKS

1. a) Elaborate the various types strategic relationship in supply chain with suitable examples.
b) What is benchmarking in supply chain management? Discuss in detail the types and process of benchmarking? List out the problems and prospects of Benchmarking in supply chain management.
2. a) “In reverse auction buyer controls the process”- Critically examine.
b) Write a detailed note on emerging business models such as outsourcing and PPP Environment towards sustainable supply chain.
3. Analyse the following case-let and answer the questions asked at the end:

Whirlpool supply chain System:

Whirlpool's problems with its supply chain illustrate the critical role of supply chain management in business. Whirlpool lost sales because it could not balance supply with demand across multiple distribution sites and locations to make sure the right stores and warehouses at the right time. The company needed better control over its supply chain like all large firms.

Whirlpool has several hundred main suppliers of parts and these suppliers in turn have hundreds of suppliers of basic parts and raw materials. Altogether, Whirlpool deals with several thousands of firms that sell everything from steel and plastic assemblies to computer chips and controls that end up in Whirlpool appliances. Coordinating all these firms so that right parts show up at the Whirlpool factories just at the right time and that the right amount of finished appliances actually ordered by customers are in the warehouses was a major problem. The Replacing outdated systems with supply chain management software from i2 Technologies, improved coordination of Whirlpool inventory with demand raising sales, lowering costs and ultimately increasing profitability.

Questions:

- a) What could be the issue in company's delivery system?
- b) Explain the role of MIS in supply chain decisions of consumer durable industry.
- c) What measures do you suggest for uninterrupted supply chain activities to increase the profitability of Whirlpool?



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DEPARTMENT OF BUSINESS MANAGEMENT

DIPLOMA IN OPERATIONS MANAGEMENT PROGRAMME
(BATCH: 2024-25)

COURSE – DOM24502TQM – TOTAL QUALITY MANAGEMENT

SECOND SEMESTER

ASSIGNMENT – I

(MARKS: 15)

ANSWER ALL QUESTIONS

ALL QUESTIONS CARRY EQUAL MARKS

1. a) How one can effectively implement the requirements of QS 9000 and ISO 14001 Standards in practical manner.
b) Define Quality. Discuss the elements and dimensions of quality.
2. a) How statistical tools help in analyzing data? Explain any two statistical tools with appropriate examples.
b) “Sampling Plans plays an active role in guiding acceptance sampling process”- justify your answer with suitable examples.
3. a) A nationwide mail order house desires to verify the accuracy of its clerical work in completing invoices. Sub-groups of 200 are taken each day for 30 consecutive days for inspection. A defective is defined as an invoice containing at last one of a number of possible errors. The numbers of defectives found in each of these 30 groups are as follows.

2	4	3	5	9	5	9	1	4	8
8	12	5	8	7	4	4	7	9	9
5	4	5	6	6	3	10	6	2	6

Construct a control chart of the data and comment on the state of control.

- b) What do you understand by Activity-Based Costing? Briefly discuss the basic components of Activity-Based Costing and how to select cost drivers in Activity-Based Costing?

ASSIGNMENT – II
ANSWER ALL QUESTIONS
ALL QUESTIONS CARRY EQUAL MARKS

(MARKS: 15)

- 1) a) “Normal Distribution plays a prominent role in quality control” – Elucidate.
b) Write a detailed note on DMAIC model.
- 2) a) Describe how Total Quality Management (TQM) is applied in service sectors, providing relevant examples to illustrate its role and impact.
b) Write a detailed note on the role and functions of top management on quality improvement.
- 3) Analyse the following case-let and answer the questions asked at the end:

Toys, Inc. is a 20-year-old company engaged in the manufacture and sale of toys and board games. The company has built a reputation on quality and innovation. Although the company is one of the leaders in its field, sales have leveled off in recent years. For the most recent six-month period, sales declined compared with the same period last year. The production manager Ed Murphy attributed the lack of sales growth to "the economy". He was prompted to undertake several belt-tightening moves that included cuts in production costs and layoffs in the design and product development departments. Although profits are still flat, he believes that within the next six months, the results of his decisions will be reflected in increased profits.

The vice president of sales, Joe Martin, has been concerned with customer complaints about the company's Realistic line of working-model factories, farms, and service stations. The moving parts on certain models have become disengaged and fail to operate or operate erratically. His assistant, Keith McNally, has proposed a trade-in program by which customers could replace malfunctioning models with new ones. McNally believes that this will demonstrate goodwill and appease dissatisfied customers. He also proposes rebuilding the trade-ins and selling them at discounted prices in the company's retail outlet store. He doesn't think that this will take away from sales of new models. Under McNally's program, no new staff would be needed. Regular workers would perform needed repairs during periods of seasonal slowdowns, thus keeping production level.

When Steve Bukowski, a production assistant, heard Keith's proposal, he said that a better option would be to increase inspection of finished models before they were shipped. "With 100 percent inspection, we can weed out any defective models and avoid the problem entirely".

Take the role of a consultant who has been called in for advice by the company president, Mary Beth Corbella.

Questions:

- a) Identify reasons to enhance quality of the manufactured products?
- b) How to address the quality issues for improving quality?
- c) What recommendations would you make to Mary Beth Corbella for a long-term strategy to ensure the company's growth and sustainability?



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DIPLOMA IN OPERATIONS MANAGEMENT PROGRAMME
(BATCH: 2024-25)

COURSE – DOM24503WCM: WORLD CLASS MANUFACTURING

SECOND SEMESTER

ASSIGNMENT – I

(MARKS: 15)

ANSWER ALL QUESTIONS

ALL QUESTIONS CARRY EQUAL MARKS

1. a) What is 'Manufacturing Excellence'? How to achieve it?
b) Discuss the models of World Class Manufacturing.
2. a) Discuss how bar code system works and its benefits.
b) What is Enterprise Resource Planning? Analyze the effectiveness of ERP.
3. a) Explain the Concept and principles of Just-in-time.
b) Comprehend the differences between JIT and lean manufacturing.

ASSIGNMENT – II

(MARKS: 15)

ANSWER ALL QUESTIONS

ALL QUESTIONS CARRY EQUAL MARKS

1. a) Describe the sustainable manufacturing process and also explain the modern robotic applications in automotive manufacturing industry.
b) Identify the KPIs in the organization with which you are associated, focus on them and initiate steps to improve their functioning.
2. a) What is Performance Measurement? Explain Various types of Performance measurement.
b) Explain the strategic use of 'IT' in Indian Manufacturing System.
3. Analyse the following case-let and answer the questions asked at the end:

Nike is one of the biggest sportswear companies worldwide. It is an American multinational founded in 1964 by the brand name "Blue Ribbon Sports," its head offices in Oregon. In 1997, its profits reached 9.19 billion dollars, while in 2012; they soared high to 25.3 billion dollars, employing 44,000 people.

In 1998, in view of the millennium, the company proceeded to a change in its systems, and the implementation of an ERP system. According to the Forbes list, after spending 400 million dollars on software, it ended up losing 100 million dollars in sales; its share dropped by 20%, and faced many lawsuits. It also experienced a big

rift in its personal relations as it could not manage the orders of the best advertised sports shoes "Air Jordan."

According to Nike, the problems that from the system had been restored by autumn 2000, and its cycle operations was not affected from thereon. Three years later, the company announced that it had the biggest profits since its foundation. In 2001 it reduced the i2 system operation to a great extent, and installed SAP ERP.

Questions:

- a) In view of above case what problems were created by "i2" systems? Discuss.
- b) According to you, what are the advantages of an ERP system?



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DEPARTMENT OF BUSINESS MANAGEMENT
DIPLOMA IN OPERATIONS MANAGEMENT PROGRAMME
(BATCH: 2024-25)
COURSE – DOM24504MM: MAINTENANCE MANAGEMENT

SECOND SEMESTER
ASSIGNMENT – I **(MARKS: 15)**
ANSWER ALL QUESTIONS
ALL QUESTIONS CARRY EQUAL MARKS

1. a) Explain the role and responsibilities of maintenance professionals.
b) Identify the tools and techniques necessary for effective maintenance control system.
2. a) Discuss various techniques involved in forecasting maintenance.
b) Explain the objectives and principles of replacement decisions.
3. a) What are the environmental aspects in maintenance? Why are the safety and environmental issues important for a manufacturing concern?
b) What are the dimensions of HRM in Maintenance Management? Explain them in detail.

ASSIGNMENT – II **(MARKS: 15)**
ANSWER ALL QUESTIONS
ALL QUESTIONS CARRY EQUAL MARKS

1. a) What are the objectives of spare parts management? How do you classification and identification of spare parts?
b) Explain the maintenance key performance indicators and methods of MPM.
2. a) Identify the relevant technologies generally used in maintenance management.
b) What is expert system? How they are different from algorithm-based systems?
- c) Analyse the following case-let and answer the questions asked at the end:

HR Objectives of ONGC

With a total manpower of 40,000, ONGC is among the most well-managed public sector units in India. Managing such a mammoth organization is possible only through plans, policies and strategies. ONGC's HR focus does not end with just recruitment, through systematic job rotation, it puts the right man in the right job. Sustained training and development efforts make ONGC's people motivated performers. In the hi-tech business of oil exploration, ONGC could successfully build its capabilities to create a niche for itself in the production of oil and gas-related oil field services. with an envious team of over 18,000 engineers and scientists of high

calibre, ONGC can be proud of its competent pool of geologists, geophysicists, geochemists, drilling engineers, reservoir engineers, petroleum engineers, production engineers, engineering and technical service providers, financial and human resource experts, IT professionals, etc.

ONGC's HR team focuses on achieving the following objectives for the company:

- Alignment of HR vision with corporate vision.
- Shift from support group to strategic partner in business operations management.
- Enhance productivity and performance by developing employee competency and potential.
- Developing professional attitude and approach.
- Efficiency of POM through Comprehensive HRM Practices in Japan.

Questions:

- a) Discuss the different types of HR strategies followed by the ONGC.
- b) How HR practices provide companies to reach their objectives.
