

**NETTUR TECHNICAL TRAINING FOUNDATION**  
**DIPLOMA IN INFORMATION TECHNOLOGY & DATA SCIENCE – CP09**  
**V SEMESTER REGULAR & SUPPLEMENTARY EXAMINATION-JAN 2023**

**Subject: Principles of Business Operations**  
**Subject Code: CP09510T**

**Total Time: 2 Hr.**  
**Total Marks: 50 Marks**

**PART B**

**1.0 ANSWER ANY EIGHT OF THE FOLLOWING** **2\*8=16**

- 1.1 What are the basic principles required for operations management?
- 1.2 What is supply chain?
- 1.3 Write the key performance measures of financial.
- 1.4 Explain about operations design and infrastructure decisions.
- 1.5 Write about Business intelligence.
- 1.6 Explain service delivery system design.
- 1.7 What are four major layout patterns in common use?
- 1.8 Write the 3 stages of resources planning
- 1.9 What is data patterns?
- 1.10 What are the principles of lean operation?

**2.0 ANSWER ANY SIX OF THE FOLLOWING** **3\*6=18**

- 2.1 What are customer benefit packages? Explain with example.
- 2.2 What is Outsourcing? Write the advantages and disadvantages
- 2.3 Explain balanced scorecard with neat diagram
- 2.4 What is difference between push system and pull system?
- 2.5 What are the two types of technology? Explain about it
- 2.6 What is product life cycle?
- 2.7 Draw the comparison of layout pattern
- 2.8 What are the characteristics of supplier relationship management?

**3.0 ANSWER ANY FOUR OF THE FOLLOWING** **4\*4=16**

- 3.1 What is Offshoring? Write the advantage and disadvantage of Offshoring?
- 3.2 Write any three competitive priorities & explain about it.
- 3.3 Explain GAP model
- 3.4 List out the points covered by Deming philosophy
- 3.5 How customers judge quality?
- 3.6 List the 5 's' designed to help the organization

