

Assignment 1

Programme: MBA (PT)

Course Code (Name) : 20800 (Production and Operations Management)

Course Covered : Entire Course

Instructions : Attempt all questions on your own at the first instance. If you cannot do them on your own, you are free to take help of your batch mates or your course instructor. The assignment is to be submitted in *soft form* on or before April 1, 2017. References must be provided.

1. Explore about the various software tools available for Project Management.
 2. Discuss about Quality Certification and agencies which give quality certificates.
 3. Give a description of Service Quality and its measurement.
 4. Elucidate on the use of information systems in operations management.
 5. Answer the questions that follow Case 4: *JIT in Action*. The case is available at the following link: http://himadri.cmsdu.org/documents/POM_Case_Studies.pdf
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- ✓ Take a bag with you whenever you go shopping to the market. That way, you avoid bringing polybags which ultimately finds its way to the waste basket. These are not bio-degradable and harm the environment.
 - ✓ Take the print out of this assignment in a paper which is already used on one side. This can help save paper and associated costs. In fact, make it a habit to always use papers to the optimum. Even envelopes just thrown away can be used to do rough work.
 - ✓ Check to see that all electrical appliances are switched off when they are not being used. Switch to LEDs. You can do a lot to save power.
 - ✓ Make it fashionable to be environmentally conscious and aware. You can make a real difference to the only place we have to live called EARTH.
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