



QP CODE: 25020285



25020285

Reg No : .....

Name : .....

**BSM DEGREE (CBCS) ) REGULAR/ IMPROVEMENT/ REAPPEARANCE / MERCY  
CHANCE EXAMINATIONS, FEBRUARY 2025**

**Fourth Semester**

Bachelor of Sports Management

**Core Course - SM4CRT16 - OPERATIONS MANAGEMENT IN SPORTS - II**

2017 Admission Onwards

24D23939

Time: 3 Hours

Max. Marks : 80

**Part A**

*Answer any **ten** questions.*

*Each question carries **2** marks.*

1. What is store management?
2. What is Retail Store Layout?
3. Explain the objectives of Distribution Centres.
4. How do you properly manage Employees in Retail Stores?
5. What is Store Security?
6. What is Shoplifting?
7. What are the parameters for Store Audit?
8. What is CPM?
9. What are the limitations of CPM method?
10. How do you ensure quality in business operations?
11. What are the obstacles to TQM?
12. State few examples of ISO standard application.

(10×2=20)

**Part B**

*Answer any **six** questions.*

*Each question carries **5** marks.*





13. What are the main functions of retail operations?
14. Discuss about the duties of Distribution Centre Head.
15. Why is customer care a crucial function in retail operations?
16. Explain about Garments alteration and Maintenance of alteration counters.
17. What is the scope of Project Management?
18. What is a project report?
19. What is statistical quality control? What are its advantages?
20. Discuss the strengths and weaknesses of Deming's philosophy.
21. Discuss the importance of competitive analysis.

(6×5=30)

### **Part C**

*Answer any **two** questions.*

*Each question carries **15** marks.*

22. What do you understand by retail store administration? Discuss the key responsibilities of Store Administrator and Housekeeping Staff.
23. Explain in detail the concept and importance of Store Audit.
24. Define Project and Project Management. Explain about the Life Cycle of a Project.
25. What is a quality system? Explain the quality management principles.

(2×15=30)

