



TECHNICAL UNIVERSITY OF MOMBASA
Faculty of Business & Social Studies

DEPARTMENT OF BUSINESS STUDIES

DIPLOMA IN BUSINESS MANAGEMENT

BMG 2101: OPERATIONS MANAGEMENT

END OF SEMESTER EXAMINATIONS

SERIES: APRIL 2015

TIME: 2 HOURS

INSTRUCTIONS:

- This paper consists of **FIVE** questions.
- Answer question **ONE (Compulsory)** and any other **TWO** questions.
- Do not write on the question paper

This paper consists of Two printed pages.

QUESTION 1 (Compulsory)

- a) Discuss the following sub topics in the scope of operations management
 - i) Location of facilities (3 marks)
 - ii) Product design. (3 marks)
 - iii) Quality control (3 marks)
 - iv) Process design. (3 marks)
- b) State any **FOUR** objectives of production management. (8 marks)
- c) Briefly discuss the **THREE** basic functional areas in organizations. (9 marks)

QUESTION 2

Critically analyse the scope of operations management citing examples in each component. (20 marks)

QUESTION 3

- a) Define the term production planning and control. (3 marks)
- b) State and explain the main functions of production and control in an organization. (15 marks)
- c) Start **TWO** advantages of production planning and control in organization. (2 marks)

QUESTION 4

Critically analyse facility layout under the following scope:

- a) Requirements of effective layout. (2 marks)
- b) Basic layouts (2 marks)
- c) Characteristics of the functional, product and fixed layout. (16 marks)

QUESTION 5

- a) What is strategic planning? (4 marks)
- b) State any **EIGHT** benefits of strategic planning and explain. (16 marks)