



TECHNICAL UNIVERSITY OF MOMBASA
Faculty of Business & Social Studies

DEPARTMENT OF BUSINESS STUDIES

DIPLOMA IN HUMAN RESOURCE MANAGEMENT
DIPLOMA IN BUSINESS ADMINISTRATION

BMG 2101: OPERATIONS MANAGEMENT

SPECIAL/SUPPLEMENTARY EXAMINATIONS

SERIES: MARCH 2015

TIME: 2 HOURS

INSTRUCTIONS:

- This paper consists of **FIVE** questions.
- Answer question **ONE (Compulsory)** and any other **TWO** questions.

This paper consists of Two printed pages.

QUESTION 1 (Compulsory)

- a) Explain in your own words the following concepts as used in operations management:
- i) Demand (5 marks)
 - ii) Needs (5 marks)
 - iii) Operations Management (5 marks)
 - iv) Core services (5 marks)
- b) List and explain **FIVE** factors you would consider, when locating a facility. (10 marks)

QUESTION 2

- a) “There is increased need for consultancy services in the globe today”. Explain this statement by giving **FIVE** reasons to support it. (10 marks)
- b) Using example provide reasons why consultants are required in operations management. (10 marks)

QUESTION 3

Re-engineering is the fundamental re-thinking of business processes to achieve a dramatic improvement in cost, quality service and speed. In view of the above statement discuss **FIVE** basic rules of re-engineering. (20 marks)

QUESTION 4

- a) Describe **FOUR** advantages of material resource planning. (10 marks)
- b) Describe **FOUR** disadvantages of material resource planning. (10 marks)

QUESTION 5

With an aid of a diagram illustrate a functional project and clearly identify its advantages and disadvantages. (20 marks)