



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF BUSINESS

DEPARTMENT OF MANAGEMENT SCIENCE

UNIVERSITY EXAMINATION FOR:

**FIRST YEAR FIRST SEMESTER EXAMINATION FOR DEGREE OF MASTER OF
SCIENCE IN PROCUREMENT AND SUPPLIES MANAGEMENT**

BMS 5202: OPERATIONS MANAGEMENT

END OF SEMESTER EXAMINATION

SERIES: DECEMBER, 2016

TIME: 3 HOURS

DATE: Dec 2016

Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of Choose No questions. Attempt question ONE (Compulsory) and any other TWO questions.

Answer question ONE Compulsory and any other THREE questions

Do not write on the question paper.

Question ONE (25 MARKS)

Miss Musyoka as an engineer argues that operations management is a multi-disciplinary field that focuses on managing all aspects of an organization's operations. The typical company carries out various functions as a part of its operation. The dividing of a company's activities into functional categories occurs very early on, even in a company formed and operated by a single individual. Most companies make a product of some kind or produce a salable service. They must also carry out sales and marketing function, an accounting function, and an administrative function to manage employees and the business as a whole. Operations management focuses on the function of providing the product or service. Their job is to assure the production of a quality good and/or service. They apply ideas and technologies to increase productivity and reduce

costs, improve flexibility to meet rapidly changing customer needs, assure a safe workplace for all employees, and when possible assist in assuring high-quality customer service.

a).. Do you agree with Miss Musyoka's opinion? Justify your answer. 10 marks

b). Describe the two process design decision citing relevant examples. 10 marks

c). How can ideas and technologies increase productivity and reduce costs and at the same time improve flexibility by meeting rapid changes in customer needs. 5 marks

Question TWO

a). Running an efficient production system requires a great deal of planning. Long-range decisions could include the number of facilities required to meet customer needs or studying how technological change might affect the methods used to produce services and goods. Justify the need for planning and forecasting. 10 marks

b). Citing relevant examples, describe the top 10 skills of effective operations managers and indicating where they are applicable in today's enterprises. 15 marks

Question THREE

Describe the key benefits of operation management, bearing in mind that OP is concerned with converting materials and labor into goods and services as efficiently as possible to maximize the profit of an organization. 25 Marks

Question FOUR

a).Describe the impact of SCM on business for it to be significant and exponential. 5 marks

b). Explain any six costs associated with quality as an operations manager tries an effective approach is discovering ways to prevent problems, instead of trying to fix them once they occur. 20 marks

Question FIVE

a).With clearly illustrations, describe any five total quality management principles. 10 marks

b)..Discuss the main challenges faced by operation managers in the field of operation management.15 marks