



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF BUSINESS
DEPARTMENT OF MANAGEMENT SCIENCE
UNIVERSITY EXAMINATION FOR:
BACHELOR OF PROCUREMENT MANAGEMENT
BMS 4301 OPERATION MANAGEMENT
SEMESTER EXAMINATION
SERIES: AUGUST , 2019
TIME:2 HOURS
DATE: AUGUST,2019

Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of five questions. Attempt question ONE (**Compulsory**) and any other TWO questions.

Do not write on the question paper.

QUESTION 1 (Compulsory)

- a) Briefly describe the role of production and operation manager of a firm of your choice **(10marks)**
- b) Explain the relationship of production other function of the organization **(10 marks)**
- c) **Describe** how goods and services can be differentiated.
(5marks)
- d) **Define** the following terms as used in production and operation management **(5 marks)**
 - I. Total productivity
 - II. Factor productivity
 - III. Efficiency
 - IV. Utilization

QUESTION 2

- a) Describe the steps for effective decision making in operation management **(10marks)**
- b) Describe the Alfred Webbers theory of Industry plant location **(10marks)**

QUESTION 3

- a) Give reasons for operation managers being more concerned with capacity planning **(10 marks)**
- b) Explain why an organization may choose a global location instead of local **(10 marks)**

QUESTION 4

- a) Using the table provided below construct a decision tree diagram and determine the best option of the firm **(10 marks)**

	Probability	0.1	0.5	0.4
Demand	A	40	50	60
	B	120	20	250
	C	10	140	50

- b) **Discuss** the considerations made to ensure that a product designed by a firm meets the need of the final end users. **(10 marks)**

QUESTION 5

- a) **Explain** the objectives of plant layout. **(10 marks)**
- b) **Describe** the seven waste areas in a firm during production process **(10marks)**