



MACHAKOS UNIVERSITY

University Examinations for 2019/2020 Academic Year

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF BUSINESS ADMINISTRATION

SECOND YEAR SECOND SEMESTER EXAMINATION FOR

DIPLOMA IN PROCUREMENT AND SUPPLY CHAIN MANAGEMENT

BBA 037 PRODUCTION AND OPERATIONS MANAGEMENT

DATE: 23/10/2020

TIME: 2:00 – 4:00 PM

INSTRUCTIONS:

Answer Question one and any other two Questions.

QUESTION ONE (30 MARKS) (COMPULSORY)

- Discuss any **Four** Objectives of Production and operation process within a firm (7 marks)
- List any **seven** inputs during the production and operation process. (7 marks)
- Describe the production system explain and explain each step. (8 marks)
- Discuss the **five** advantages of aggregate planning in detail. (8 marks)

QUESTION TWO (20 MARKS)

- Discuss the **Five** factors to be considered when determining the production plant location (10 marks)
- Discuss any **Five** principles that guide the success of TQM program in production and operation management (10 marks)

QUESTION THREE (20 MARKS)

- Queuing models helps management make decision that balances service cost with waiting-line cost. Discuss the benefit of the queuing model to the production firm. (10 marks)

- b) Discuss any five ethical aspects to be put in to consideration towards the success of production process
(10 marks)

QUESTION FOUR (20 MARKS)

- a) Discuss the how to motivate staff towards the success of production and operation within the firm (10 marks)
- b) Traditional ways of doing things are being replaced by efficient methods. Explain the new trend in the production industries. (10 marks)

QUESTION FIVE (20 MARKS)

- a) Discuss any 5 contribution of ICT in production and operation management (10 marks)
- b) Discusses any 5 emerging issues in production and operation management (10 marks)