



MACHAKOS UNIVERSITY

University Examinations for 2019/2020 Academic Year

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF BUSINESS ADMINISTRATION

..... YEAR SECOND SEMESTER EXAMINATION FOR

DIPLOMA IN.....

BBA 037 PRODUCTIONS AND OPERATIONS MANAGEMENT

DATE:

TIME:

INSTRUCTIONS:

Answer Question one and any other two Questions.

QUESTION ONE (30 MARKS) (COMPULSORY)

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

QUESTION TWO (20 MARKS)

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

QUESTION THREE (20 MARKS)

- a) 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)