



MACHAKOS UNIVERSITY

University Examinations for 2016/2017 Academic Year

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF BUSINESS ADMINISTRATION

SUPPLEMENTARY EXAMINATION FOR DIPLOMA IN

OPERATIONS MANAGEMENT

DATE:

TIME:

INSTRUCTIONS

Answer question One and any Other two questions

SECTION A

QUESTION ONE

- a) What is Production Control. (2 marks)
- b) Outline 3 levels of Production Control. (6 marks)
- c) Explain 3 principles of management according to Henri Fayol. (6 marks)
- d) Outline 4 benefits of production planning and control. (6 marks)
- e) The decisions made by Operation Managers about activities of production systems fall into 3 general categories. Explain. (9 marks)

SECTION B

QUESTION TWO

- a) Discuss Frederick Herzberg two-factor theory and explain how it motivates employees. (10 marks)
- b) Discuss the Human Relations Management school of thought. (10 marks)

QUESTION THREE

- a) Define Production Management. (2 marks)
- b) Explain the importance of Production Management to an Organization. (8 marks)
- c) Highlight 5 main objectives of Materials Management. (10 marks)

QUESTION FOUR

- a) Define the term Product Development. (2 marks)
- b) Explain the development process phases in Product Development. (12 marks)
- c) Explain the following terms as it relates to managing new Product Development.
 - i. Team Based New Product Development
 - ii. Customer Centred New Product Development.
 - iii. Systematic New Product Development. (6 marks)

QUESTION FIVE

- a) Define Production Systems. (2 marks)
- b) Explain 3 types of basic Production Systems. (6 marks)
- c) Explain 3 main components of Production Systems. (6 marks)
- d) Explain 3 examples of Production Systems. (6 marks)