



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
SCHOOL OF BUSINESS AND ECONOMICS
UNIVERSITY EXAMINATIONS FOR DEGREE OF BACHELOR OF BUSINESS MANAGEMENT
[LOGISTICS OPTION]
END SEMESTER EXAMINATIONS
4TH YEAR 1ST SEMESTER 2023/2024 ACADEMIC YEAR
KISUMU CAMPUS

COURSE CODE: BAB 1439_ABA 441

COURSE TITLE: OPERATIONS MANAGEMENT

DATE _____

TIME: _____

DURATION: 2 HOURS

INSTRUCTIONS:

- I. This paper contains **Five** questions
- II. Answer question **ONE** and any other **TWO** questions
- III. Question one is **COMPULSORY**
- IV. Candidates are advised not to write on the question paper

Candidates must hand in their answer booklets to the invigilator while in the examination room

Question One (30marks)

- a) Highlight **FOUR** determinants of a product/service to successfully satisfy its intended purpose **(4marks)**
- b) Explain the following terms as used in Materials Requirements Planning – MRP system
 - i) Item **(1 mark)**
 - ii) Lead time **(1 mark)**
 - iii) Gross requirements **(1 mark)**
 - iv) Projected on hand **(1 mark)**
- c) Outline **TWO** mathematical techniques a production and/or operations managers may use in Aggregate Planning **(2marks)**
- d) Explain **FOUR** justifications of holding stocks of raw materials or goods in an enterprise **(4marks)**
- e) Distinguish between warehouse layout and fixed position layout **(2marks)**
- f) Outline **THREE** key inputs to capacity planning **(3marks)**
- g) Explain the meaning of ‘Product reliability’ **(2marks)**
- h) Explain **THREE** differences in the service design and product design **(3marks)**
- i) Outline **TWO** generic competitive strategies **(2marks)**
- j) State **TWO** types of production function **(2marks)**

k) With an example, explain the meaning of capital **(2marks)**

Question Two (20marks)

a) Explain **FIVE** usefulness of a product standardisation to a consumer **(10 marks)**

b) Highlight **FIVE** functions of Master Production Scheduling **(10 marks)**

Question Three (20marks)

a) The following data relates to a particular stock item

Normal usage	120 per day
Minimum usage	60 per day
Maximum usage	150 per day
Lead time	26 – 32 days
Order quantity	8, 000 units

Determine the **THREE** stock control levels **(10 marks)**

b) Highlight **FIVE** informational requirements for design of a process layout **(10marks)**

Question Four (20marks)

a) Describe the **THREE** aspect in Kano Model that are considered in product and design **(6 marks)**

b) Describe **SEVEN** types of internal economies of scale an organisation is likely to enjoy **(14 marks)**

Question Five (20marks)

a) Explain the **SEVEN** attributes of world class manufacturing **(14marks)**

b) Explain **THREE** basic steps in Materials Requirements Planning (MRP) **(6marks)**