



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND  
TECHNOLOGY SCHOOL OF HEALTH SCIENCES  
UNIVERSITY EXAMINATION FOR DEGREE IN BUSINESS  
ADMINISTRATION  
4<sup>TH</sup> YEAR 1<sup>ST</sup> SEMESTER 2016/2017 ACADEMIC YEAR  
NAMBALE**

---

**COURSE CODE:            ABA 441**

**COURSE TITLE:           OPERATIONS MANAGEMENT**

**EXAM VENUE:            STREAM: (BBA)**

**DATE: 00/04/2017**

**EXAM SESSION:**

**TIME:**

**2.00 HOURS**

---

**Instructions:**

- 1. Answer ALL questions in Section A and ANY other 2 Questions in section B.**
- 2. Candidates are advised not to write on question paper.**
- 3. Candidates must hand in their answer booklets to the invigilator while in the examination room.**

- Q1 a) State any four reasons why material management is necessary for a given production unit (4mks)
- b) define
- i) operations planning (2mks)
- ii) work system (2mks)
- c) State the four questions addressed by operations planning (4mks)
- d) in your own perspective, why is it necessary for a firm to consider rescheduling to an alternative resource (4mks)
- e) State any four objectives that an operations plan ought to contain (4mks)
- f) explain the following facts as used in operations management
- i) controls (2mks)
- ii) job management (2mks)
- iii) defined and well managed processes (2mks)
- g) differentiate product design and service design (4mks)
- Q2 a) State and explain any five core functions of production 10mks
- b) discuss five activities under production and operations management (10mks)
- Q3 a) State and explain five factors one uses to determine factory layout and design (10mks)
- b) explain any 7 principles of job design (10mks)
- Q4 a) discuss the main stages of product and service life cycles (10mks)
- b) discuss any five manufacturing processes (10mks)
- Q5 a) explain any five significance of inventory keeping (10mks)
- b) discuss different aspects of customer sustainability in a firm (5mks)
- c) discuss the general problem solving aspects that the latest version of work system model addresses (5mks)