



MURANG'A UNIVERSITY OF TECHNOLOGY

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF COMMERCE

UNIVERSITY ORDINARY EXAMINATION

2017/2018 ACADEMIC YEAR

**THIRD YEAR FIRST SEMESTER EXAMINATION FOR THE BACHELOR OF
COMMERCE, BBIT.**

HBC 2402 – PRODUCTION AND OPERATIONS MANAGEMENT

DURATION: 2 HOURS

DATE: 19TH DECEMBER, 2017

TIME: 9.00- 11.00 A.M.

Instructions to Candidates:

1. Answer **Question 1** and **Any Other Two** questions.
2. Mobile phones are not allowed in the examination room.
3. You are not allowed to write on this examination question paper.

SECTION ONE - COMPULSORY

QUESTION ONE

- (a) Describe the Historical Evolution of Production Operations Management. (5 marks)
- (b) Explain the use of modelling on production and operation management. (5 marks)
- (c) State and explain the operation management problems. (5 marks)
- (d) What is the importance of inventory management? (5 marks)
- (e) Describe the Just in Time (J.I.T) Principles in manufacturing. (5 marks)
- (f) With examples explain the levels of strategic decision. (5 marks)

SECTION TWO – ANSWER ANY TWO QUESTIONS

QUESTION TWO

- (a) Discuss the importance of operations planning. (10 marks)
- (b) Explain forecasting market conditions in organisations (10 marks)

QUESTION THREE.

- (a) Discuss the role of Job design to enhance productivity. (10 marks)
- (b) Why is measurement productivity necessary in production operations management? (10 marks)

QUESTION FOUR

- (a) Explain the production operations management functions in organization. (10 marks)
- (b) Expound on the following. (10 marks)
 - i. Production
 - ii. Operations
 - iii. Management
 - iv. Strategy
 - v. Modelling
 - vi. Design
 - vii. Layout
 - viii. Capacity
 - ix. Evolution
 - x. Business