

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

SECOND YEAR EXAMINATION FOR THE AWARD OF DIPLOMA
IN BUSINESS MANAGEMENT

DIBM 0225: OPERATIONS MANAGEMENT

STREAMS: DIBM

TIME: 2 HOURS

DAY/DATE: MONDAY 8/8/2016

11.30 A.M. – 1.30 P.M.

INSTRUCTIONS: Answer question ONE and any other TWO questions

- Q1. (a) Discuss the importance of operations management to any organization in Kenya. [10 marks]
- (b) Discuss any five characteristics of a mass production system. [10 marks]
- (c) Discuss any five reasons to explain why organizations maintain a lot of raw materials in their stores. [10 marks]
2. (a) Discuss the stages in new product development. [10 marks]
- (b) State and explain any five reasons why some new product fail soon after their launch in the market. [10 marks]
3. (a) Discuss any five characteristics of the service sector. [10 marks]
- (b) Discuss any five benefits of good plant layouts to an organization. [10 marks]
4. (a) Discuss any five reasons for maintain plant and machinery. [10 marks]
- (b) Discuss any five benefits of having a good quality control program in an organization. [10 marks]
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