



UNIVERSITY OF EMBU

2017/2018 ACADEMIC YEAR

SECOND SEMESTER EXAMINATIONS

FIRST YEAR EXAMINATION FOR THE DEGREE OF BACHELOR OF COMMERCE

DOM 102: PRINCIPLES OF OPERATIONS MANAGEMENT

DATE: APRIL 10, 2018

TIME: 8:30 AM – 10:30 AM

INSTRUCTIONS:

Answer Question ONE and ANY Other TWO Questions.

QUESTION ONE (30 MARKS)

- a) Discuss the different types of inventories (5 marks)
- b) Explain the objectives of Quality Control (5 marks)
- c) Explain operations management contributions to the society (5 marks)
- d) Explain any FIVE objectives of plant layout. (5 marks)
- e) Explain the objectives of materials management. (5 marks)
- f) Explain the importance of capacity planning (5 marks)

QUESTION TWO (20 MARKS)

- a) Explain the distinctions and similarities between manufacturing and service organizations. (12 marks)
- b) Explain the principles of plant layout (8 marks)

QUESTION THREE (20 MARKS)

- a) Explain the steps an Operations Manager follows in a systematic decision-making process. (10 marks)
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- b) Explain the general factors required for location of plant for any type of organization. (10 marks)

QUESTION FOUR (20 MARKS)

- a) Explain the FOUR main classifications of production system giving their features, advantages and limitations. (12 marks)
- b) Define Total Quality Management and explain the basic elements of TQM philosophy (8 marks)

QUESTION FIVE (20 MARKS)

- a) Explain the different types of layouts. (12 marks)
- b) Discuss different types of capacity in organizations (8 marks)

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