



Kirinyaga University

UNIVERSITY EXAMINATION 2018/2019

YEAR IV SEMESTER II EXAMINATION FOR THE DEGREE OF BACHELOR OF
COMMERCE

HBC 2402: PRODUCTION AND OPERATION MANAGEMENT

Date: Wednesday, 17th April 2019

Time: 11.00am – 1.00pm

INSTRUCTIONS

Answer ONE and any other TWO questions.

QUESTION ONE

- Discuss at least five functions or scope of material management. (10 marks)
- List and explain any five important differences between manufacturing and service operations. (10 marks)
- Explain briefly the objectives of production and operations management. (5 marks)
- Outline the steps taken in capacity planning process. (5 marks)

QUESTION TWO

Discuss the following production systems and give their merits and demerits.

- Job shop production. (5 marks)
- Batch production. (5 marks)
- Mass production. (5 marks)
- Continuous production. (5 marks)

QUESTION THREE

- Discuss the relationship and interaction between Operations Strategy and Corporate Strategy. (6 marks)
- List and briefly explain the elements of operations Strategy. (9 marks)
- Explain any five principles of plant layout. (5 marks)

QUESTION FOUR

- Discuss the benefits of inventory or material planning and control. (10 marks)
- List and explain any five approaches/methods to quality control. (10 marks)

QUESTION FIVE

- a) Rolex, a wrist watch from Switzerland is considered to be a product of superior quality.
Outline seven features that may make a customer arrive at this conclusion. (14 marks)
- b) Discuss three major methods for solving location problems. (6 marks)