



# MERU UNIVERSITY OF SCIENCE AND TECHNOLOGY

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## University Examinations 2023/2024

SECOND YEAR FIRST SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR  
OF PROCUREMENT AND LOGISTICS MANAGEMENT

### BBS 3227: OPERATIONS MANAGEMENT

DATE: APRIL 2024

TIME: 2 HOURS

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INSTRUCTIONS: Answer question *one* and any other *two* questions

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#### QUESTION ONE (30 MARKS)

- a) Enumerate six key areas of responsibility for operations manager (6 marks)
- b) Discuss the components of operations planning and scheduling system (10 marks)
- c) Describe the benefits of Quality control to both the manufacturing firm and other stakeholders of the firm (8 marks)
- d) Explain the main areas of activity under the scope of production and operations management (6 marks)

#### QUESTION TWO (20 MARKS)

- a) Discuss the components that drive the operations planning and scheduling system. (10 Marks)
- b) Capacity planning decision is an important aspect of production and operations management. Discuss (10 marks)

#### QUESTION THREE (20 MARKS)

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a) Discuss five components of operations planning and scheduling system (10 marks)

b) Explain the objectives of production planning and control (10 marks)

**QUESTION FOUR (20 MARKS)**

a) Discuss the phases of production planning in manufacturing plant. (10 Marks)

b) Describe the key functions of a production control department. (10 Marks)

**QUESTION FIVE (20 MARKS)**

Write short notes on the following classifications of production system highlighting their characteristics

i. Job shop production (5 marks)

ii. Batch production (5 marks)

iii. Mass production (5 marks)

iv. Continuous production (5 marks)