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**University Examinations 2015/2016**

FOURTH YEAR, SECOND SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF COMMERCE

THIRD YEAR FIRST SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF PURCHASING AND SUPPLIES MANAGEMENT

**BFB3358: PRODUCTIONS AND OPERATIONS MANAGEMENT**

**DATE: NOVEMBER 2015 TIME: 2HOURS**

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

**QUESTION ONE ((30 MARKS)**

The production and operations unit of a company greatly impacts on the overall performance of a company, hence need to understand and realign the unit with systems that can drive the productivity of the company.

1. Explain the factors that have contributed to the increased interest in production and operations of companies (10 Marks)
2. Discuss circumstances when mass production is prudent to a manufacturing company (10 Marks)
3. Given, the following information draw, the critical patch and highlight two demerits and merits

of using (CPM). (5 Marks)

|  |  |  |
| --- | --- | --- |
|  |  |  |
| A | - | 5 |
| B | - | 5 |
| C | - | 4 |
| D | A | 2 |
| E | B | 3 |
| F | D | 4 |
| G | F | 3 |
| H | H | 4 |
| I | J H | 2 |

1. Highlight five key objectives of operations management (5 Marks)

**QUESTION TWO: (20 MARKS)**

The extent to which the produced foods are able to meet customer expectation, determines greatly the sales and revenue of a manufacturer company hence need to embrace quality.

1. Describe the quality dimensions in a food, that a manufacturing entity should focus on its production activities. (10 Marks)
2. Discuss the impacts of failure to focus on quality control and, management of an entity (5 Marks)
3. Explain the benefits of quality control and quality management to an organization (5 Marks)

**QUESTION THREE (20 MARKS)**

1. Most organizations are adopting modern techniques in their POM activities with the objective of improving their performance.

Briefly explain the techniques below and highlight their adoption advantages to an entity.

1. Material requirement planning MRP (5 Marks)
2. Just in time (JIT) (5 Marks)
3. ISO 9000 Series
4. Lean Operations (5 Marks)

**QUESTION FOUR (20 MARKS)**

The strategic location of a production and operations facility is among the strategic decisions that an entity should pay much attention to in enhancing performance.

1. Define the term facility location (2 Marks)
2. Explain four models that can be used in effective appropriate facility location (8 Marks)
3. Explain five controllable factors that influence facility location (10 Marks)

**QUESTION FIVE (20 MARKS)**

1. Explain how to achieve total quality through six sigma (6 Marks)
2. Highlight any criticism to six sigma (5 Marks)
3. Outline the “QMS” of quality of product and service (9 Marks)