

**W1-2-60-1-6**

**JOMO KENYATTA UNIVERSITY OF AGRICULTURE AND TECHNOLOGY**

**UNIVERSITY EXAMINATIONS 2018/2019**

**YEAR III SEMESTER I EXAMINATION FOR THE DEGREE OF BACHELOR OF SUPPLY CHAIN MANAGEMENT**

**HPS 2209: OPERATONS MANAGEMENT IN SUPPLY CHAIN**

**DATE: APRIL 2019 TIME: 2 HOURS**

**INSTRUCTIONS: Answer question one (compulsory) and any other two questions.**

QUESTION ONE (30 MARKS)

a. Differentiate between production management and operations management.

(4 marks)

b. Discuss the six functions of operations manager of a manufacturing firm. (12 marks)

c. Explore the factors to consider in selecting a suitable location for an operations management firm. (10 marks)

d. Define the following terminologies.

i. Materials requirement planning (MRP) (2 marks)

ii. Production system. (2 marks)

QUESTION TWO

a. Analyze five special considerations in services design. (10 marks)

b. Assess the types of inspection an operations management firm would conduct and their purpose. (10 marks)

QUESTION THREE (20 MARKS)

a. Discuss the factors that affect product development and design. (8 marks)

b. Explain four major reasons for designing a new IT service to be introduced to customers. (8 marks)

c. Discuss how a firm can tell when its productivity improves. (4 marks)

QUESTION FOUR (20 MARKS)

a. Explain five different layout forms that a given service provider can use. (10 marks)

b. Discuss the importance of capacity management in organization. (10 marks)

QUESTION FIVE

a. Assess three performance improvement approaches in operations systems.

(12 marks)

b. Discuss the possible implementation issues associated with TQM within an operations management environment. (8 marks)