



UNIVERSITY COLLEGE TATI (UC TATI)

FINAL EXAMINATION QUESTION BOOKLET

COURSE CODE	: BBM 2073
COURSE TITLE	: OPERATION MANAGEMENT
SEMESTER/SESSION	: SEMESTER 1, 2023/2024
DURATION	: 3 HOURS

Instructions:

1. This booklet contains 5 questions. Answer ALL questions.
2. All answers should be written in the answer booklet.
3. Write legibly and draw sketches wherever required.
4. If in doubt, raise your hand and ask the invigilator.

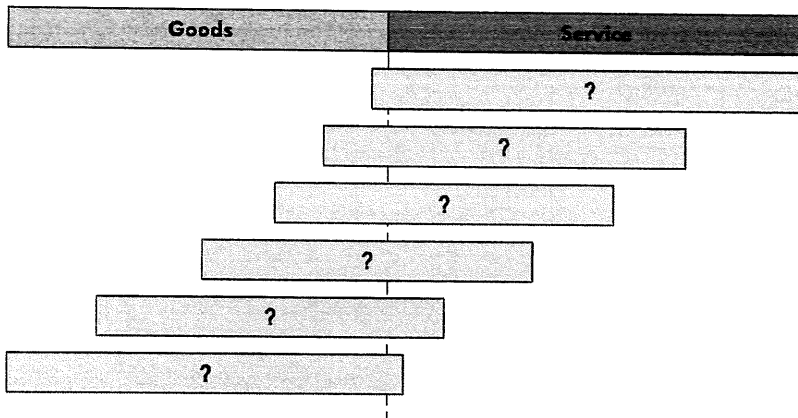
DO NOT OPEN THIS BOOKLET UNTIL YOU ARE TOLD TO DO SO

THIS BOOKLET CONTAINS 4 PRINTED PAGES INCLUDING THE COVER PAGE

QUESTION 1

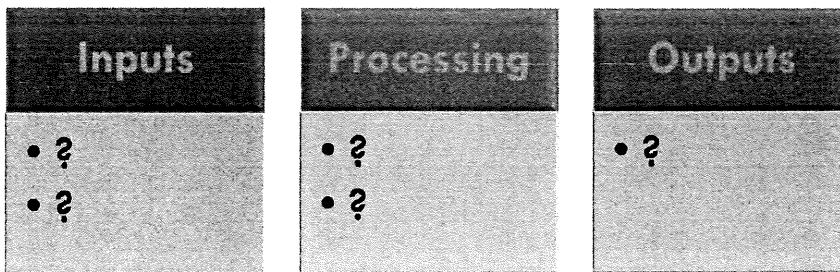
- a) Define Operations Management. (1 mark)
- b) List **TWO (2)** Operations Management effects: (2 marks)

Goods-service Continuum



- c) From the Illustration above, identify **TWO (2)** types of job examples **FOR EACH OF THE BOXES** with a question mark. Remember each job must represent the goods-services continuum. (12 mark)

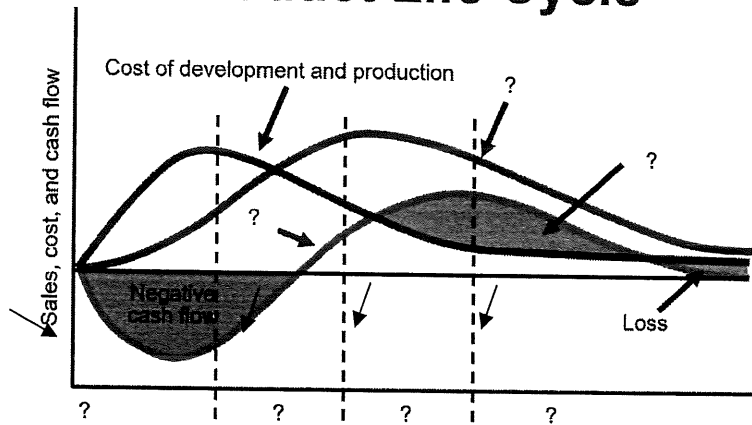
Food Processor



- d) From the figure above, write **TWO (2)** items that are suitable for the **INPUTS** and **PROCESSING** boxes and **ONE (1)** for the **OUTPUT** box. (5 marks)

QUESTION 2

Product Life Cycle



- From the Illustration above, find **SEVEN (7)** terms for each of the arrows with a question mark. (7 marks)
- Quality Function Deployment (or QFD, for short) is a basic TQM tool that systematically develops customers' needs and expectations. Give **SEVEN (7)** steps of process of QFD. (7 marks)
- "Manufacturability and Value Engineering" are concepts often employed in the product development process to enhance the efficiency of manufacturing, reduce costs, and improve overall product performance. Indicate **SIX (6)** benefits of Manufacturability and Value Engineering. (6 marks)

QUESTION 3

- Depict the meaning of Quality in Operation Management. (4 marks)
- The concept of "Costs of Quality" refers to the expenses associated with ensuring the quality of products or services throughout their lifecycle. Indicate **FOUR (4)** types of Cost associated with quality control. (4 marks)
- Deming's 14 Points for Implementing Quality Improvement are guiding principles that he believed could help organizations achieve better quality and overall performance. Give **TWELVE (12)** out of 14 points of Deming's Implementing Quality Improvement. (12 marks)

QUESTION 4

- a) Lean production is an approach to management that focuses on cutting out waste, whilst ensuring quality. Explain **FIVE (5)** key aspects of lean production. (10 marks)
- b) Effective SCM can help streamline a company's activities to eliminate waste, maximize customer value, and gain a competitive advantage in the marketplace. Explain **FIVE (5)** models a company can adopt to guide its supply chain management efforts. (10 marks)

QUESTION 5

- a) The functions of inventory in business operations are diverse, and they serve various purposes to ensure the smooth and efficient functioning of a company. Give **FOUR (4)** functions of inventory in business operations. (4 marks)
- b) The types of inventories listed encompass various stages of the production and supply chain. Find **FIVE (5)** types of Inventories in various stages. (5 marks)
- c) Effective inventory management is crucial for businesses to meet customer demand efficiently while minimizing holding costs and ensuring smooth operations. Indicate **FOUR (4)** key elements of an effective inventory management system: (4 marks)
- d) The inventory counting systems have a few different approaches and methods. Give **THREE (3)** inventory counting systems approaches used by businesses to manage and track their inventory. (3 marks)
- e) The Economic Order Quantity (EOQ) model is a formula used in inventory management to determine the optimal order quantity that minimizes the total inventory holding costs and ordering costs. Indicate **FOUR (4)** assumptions associated with the EOQ model. (4 marks)

-----End of question-----