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**KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**UNIVERSITY EXAMINATIONS, 2022/2023 ACADEMIC YEAR**  
**FIRST YEAR, SECOND SEMESTER EXAMINATION**  
**FOR THE DIPLOMA IN PROCUREMENT AND SUPPLIES MANAGEMENT**  
**DPS 1401- OPERATIONS MANAGEMENT**

Date: 27<sup>th</sup> July 2022  
Time: 11.30am - 1.30am

**INSTRUCTIONS TO CANDIDATES**

**ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS**

**QUESTION ONE COMPULSORY (30 MARKS)**

- a) Explain three similarities between product operations and service operations (6mks)
- b) Distinguish between facility location and facility layout (4mks)
- c) Explain five benefits of incorporating information and communication technology into operations management (5mks)
- d) Highlight five functions of operations management (5mks)
- e) Briefly explain five advantages of plant layout in a manufacturing firm (5mks)
- f) Discuss five objectives of materials management in a firm (5mks)

**QUESTION TWO (20 MARKS)**

- a) Briefly discuss the product design process (10mks)
- b) Explain five benefits of production planning and control (10mks)

**QUESTION THREE (20 MARKS)**

- a) Explain five benefits that an organization may derive from adopting batch production system (10mks)
- b) Njogu manufacturing firm is in the process of locating its cement manufacturing plant. Advise the management on the factors to consider in locating the plant (10mks)

**QUESTION FOUR (20 MARKS)**

- a) Discuss five objectives of environmentally friendly product design (10mks)
- b) Explain five benefits of materials management (10mks)

**QUESTION FIVE (20 MARKS)**

- a) Explain five consequences of poor maintenance of plant and equipment in a firm (10mks)
- b) New product designs can lead to production of products that satisfy customer needs. Highlight five production design evaluation methods that can be used during product design (10mks)