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KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2022/2023 ACADEMIC YEAR
FIRST YEAR, FOURTH SEMESTER EXAMINATION
FOR THE DIPLOMA IN PROCUREMENT AND SUPPLIES MANAGEMENT
DPS 1401: OPERATIONS MANAGEMENT

Date: 7TH DECEMBER 2022

Time: 2:30p.m- 4:30p.m

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- Operations management plays a vital role of planning, organizing and supervising in an organization in the context of production. Define transformation process and discuss the benefits of operations management. (9 Marks)
- Illustrate the macro operational management activities that take place in a brewery. (6 Marks)
- What is the significance of materials management in an organization? (5 Marks)
- Explain why companies have a constant need to develop and innovate their products. (5 Marks)
- What are the responsibilities of an ergonomics manager? (5 Marks)

QUESTION TWO (20 MARKS)

- Giving relevant examples, discuss some of the stages involved in a new product development. (10 Marks)
- What type of production system does Kenya books publisher like Kenya literature bureau use in their production of output? Support your answer. (10 Marks)

QUESTION THREE (20 MARKS)

- Explain the three main levels of Production control (10 Marks)
- Indeed, product development does not refer to a single role at all. You should instead view it as more of a broad process or method for bringing products to market which involves many teams across a company. Discuss (10 Marks)

QUESTION FOUR (20 MARKS)

- Discuss the transformation process (10 Marks)
- Compare and contrast service and product operations in modern businesses (10 Marks)

QUESTION FIVE (20 MARKS)

- Job shop production are characterized by manufacturing of one or few quantity of products designed and produced as per the specification of customers within prefixed time and cost. Describe the distinguishing features of this type of production system. (10 Marks)
- Plant breakdown can lead massive inconvenience among them Loss in production time, Rescheduling of production and Spoilt materials (because sudden stoppage of process damages in-process materials). Therefore it is essential for Asset management to ensure effective plant and equipment maintenance . What are some of the factors that can lead to plant breakdown? (10 Marks)