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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2023/2024 ACADEMIC YEAR
FIRST YEAR, FOURTH SEMESTER END OF SEMESTER EXAMINATION
FOR THE DIPLOMA IN PROCUREMENT AND SUPPLIES MANAGEMENT
DPS 1401-OPERATIONS MANAGEMENT

Date: 13th April 2023

Time: 11.30am - 1.30pm

INSTRUCTION TO CANDIDATES:

ANSWER QUESTION ONE AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Operations management is categorized into 3 specific levels; strategic, functional and operational levels. Discuss the following operational levels in operations management highlighting the functions and decision associated with each:
- i. Strategic level (2 marks)
 - ii. Functional level (2 marks)
 - iii. Operational level (2 marks)
- b) Explain the main stakeholders of an organization (6 marks)
- c) Explain sources of new product ideas (6 marks)
- d) Describe the general objectives of operations management (6 marks)
- e) Explain any three types of production systems (6 marks)

QUESTION TWO (20 MARKS)

- a) Outline the role of materials management (4 marks)
- b) Explain the process involved in product development (8 marks)
- c) Explain the factors to be considered when planning for material to be used in production (8 marks)

QUESTION THREE (20 MARKS)

- a) Differentiate between manufacturing operations and service operation of service and product firms in supply chain operation management (8 marks)
- b) Explain any 4 production planning techniques (4 marks)
- c) Discuss the need for plant maintenance and repairs (8 marks)

QUESTION FOUR (20 MARKS)

- a) Discuss the factors that determine the location of operating units (6marks)
- b) Explain reasons/ need for new product design (8 marks)
- c) Highlight some of the issues and trends in operations management (6marks)

QUESTION FIVE (20 MARKS)

- a) Explain the challenges faced by manufacturing firms in Kenya (10 marks)
- b) Discuss the benefits of benchmarking of operation management technologies (10 marks)