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KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2024/2025 ACADEMIC YEAR
SECOND YEAR, SECOND SEMESTER EXAMINATION
FOR THE DIPLOMA IN PROCUREMENT & SUPPLIES
MANAGEMENT
DPS 1401: OPERATIONS MANAGEMENT

Date: 9TH DECEMBER, 2024
Time: 11.30AM-1.30PM

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) As the newly appointed head of the operations department at ZURI COMPANY, explain the key factors you will take into account when choosing the appropriate production system **(6 Marks)**
- b) Discuss the key differences between product operations and service operations, focusing on their unique characteristics and operational requirements. **(6 Marks)**
- c) Lean production is a management approach that emphasizes eliminating waste while maintaining quality. Explain some examples of waste in lean production **(6 Marks)**
- d) To ensure customer satisfaction, operations managers must prioritize total quality management. Explain the various areas of quality concern within operations management. **(6 Marks)**
- e) Examine some of the technologies currently being utilized in operations management in today's organizations **(6 Marks)**

QUESTION TWO (20 MARKS)

"Miss Jane, the operations manager at JUHUDI LTD, successfully led the operations team in re-designing the product. However, the redesigned product failed after its introduction to the targeted market.

- a) Examine the potential reasons for the failure of the newly redesigned product **(8 Marks)**
- b) Examine the comprehensive steps that the team followed in the process of re-designing **(6 Marks)**
- c) Examine the various reasons that may have prompted Miss Jane to undertake a product redesign **(6 Marks)**

QUESTION THREE (20 MARKS)

- a) Examine the various sources from which operations managers can gather ideas and inspiration for developing an innovative and effective new product designs **(8 Marks)**

- b)** Material management in operations management refers to the systematic planning, organizing, and controlling of materials to prevent overstock situations. Examine the problems of overstocking of materials in operations management **(6 Marks)**
- c)** Discuss the various factors to consider when planning for the materials to be used in production **(6 Marks)**

QUESTION FOUR (20 MARKS)

- a)** Explain various production planning techniques that are utilized by operations managers to organize, schedule, and manage the production processes in both manufacturing and service industries **(8 Marks)**
- b)** Examine the key factors that organizations should take into account when developing a maintenance strategy for plant and equipment to ensure optimal performance **(6 Marks)**
- c)** Explain the benefits that organizations gain from adopting technologies in operations management in today's business environment **(6 Marks)**

QUESTION FIVE (20 MARKS)

- a)** A production system is the set of processes, methods, and procedures used to transform raw materials or inputs into finished goods or services. Examine the various production systems that operations managers can utilize in the production process **(8 Marks)**
- b)** While emerging issues in operations management offer businesses opportunities to enhance their operations and maintain competitiveness, they also present several challenges. Discuss these challenges. **(6 Marks)**
- c)** Suggest the mechanisms that organizations implement to address emerging trends and issues in operations management. **(6 Marks)**