

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

FOURTH YEAR EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF COMMERCE

BCOM 462: OPERATIONS MANAGEMENT

STREAMS: Y4S1

TIME: 2 HOURS

DAY/DATE: MONDAY 20/09/2021

2.30 P.M – 4.30 P.M

INSTRUCTIONS

Answer question one and any other two

1. (a) Flexible manufacturing system (FMS) is a manufacturing system which is capable of processing variety of different types of jobs/parts simultaneously under a program that control the various work stations. State any five benefits of this type of production system. [10 marks]
(b) Describe the indicators of efficiency in a service system. [10 marks]
(c) Some new products fail soon after they are launched into the market. Discuss the possible causes of such failure in a competitive environment. [10 marks]
2. (a) Organizations are increasingly using computer aided design (CAD) in designing their products and processes. Highlight any five benefits of using this system. [10 marks]
(b) State five factors that determine selection of equipment for production. [10 marks]
3. (a) Any organization is associated with layout design decisions in one way or another. Hence layout decisions are very important to any organization. State and explain any five reasons why such decisions are so important. [10 marks]
(b) Highlight any five principles of plant layouts. [10 marks]

4. (a) Quality is one of the factors that determine the long run success of an organization. State any five factors that determine the quality of manufactured product. [10 marks]
- (b) Explain the consequences of poor or inadequate plant and equipment maintenance.

[10

marks]
