

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

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

BCOM 462: OPERATIONS MANAGEMENT

STREAMS: BCOM (Y4S1)

TIME: 2 HOURS

DAY/DATE: THURSDAY 01/04/2021

11.30 A.M. – 1.30 P.M.

INSTRUCTIONS:

- *Answer question one and any other two questions*
- *Do not write anything on the question paper*

QUESTION ONE

- (a) ABC Co Ltd uses cellular types of production. Explain any five benefits of this method of production (10 marks)
- (b) Discuss any five objectives of operations management in a manufacturing organization. (10 marks)
- (c) Discuss any five 5 Ps that provide a very useful conceptual framework for the various activities that are performed by the operations department (10 marks)

Question two

- (a) Discuss any five factors that have led to the growth of the service sector in Kenya (10 marks)
- (b) Explain any five indicators of efficiency in a service systems (10 marks)

Question three

(a) Give five reasons to explain why organization keep a lot of investors in the stock
(10 marks)

(b) Discuss the impact of poor quality process to an organization (10 marks)

Question four

(a) Discuss any five challenges that are associated with the fixed position layout system
(10 marks)

(b) Explain any five methods or techniques that organization use to do preventive
maintenance (10 marks)
