

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)
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