

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS.

EXAMINATION FOR THE AWARD OF DIPLOMA IN BUSINESS MANAGEMENT

DIBM 0224: OPERATIONS MANAGEMENT

STREAMS: Y2S2

TIME: 2 HOURS

DAY/DATE: THURSDAY 06/12/2019

11.30 A.M – 1.30 P.M

INSTRUCTIONS

- **Answer question one and any other two questions**

1. (a) Discuss any five objectives of operations management in a manufacturing organization. [10 marks]
(b) Explain the steps that organizations follow when developing new products. [10 marks]
(c) Discuss the characteristics of mass production as one of the systems of production. [10 marks]
 2. (a) Explain 5 external sources of ideas for new product development. [10 marks]
(b) With the aid of a diagram explain the characteristics of a production system. [10 marks]
 3. (a) Explain the benefits of having a quality assurance program in an organization. [10 marks]
(b) Explain the reasons as to why organizations hold stock. [10 marks]
 4. (a) Discuss five principles of plant layouts. [10 marks]
(b) Discuss the features that distinguish provision of a service from producing a good. [10 marks]
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