

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: THURSDAY 6/12/2019

8.30 A.M – 10.30 A.M

INSTRUCTIONS

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

1. (a) Discuss the benefits of cellular production system to an organization. [10 marks]
(b) Discuss any five indicators of a well designed service system. [10 marks]
(c) Today organizations find if necessary to use a computer aided design (CAD) to design their products and processes. State any five benefits of using this system. [10 marks]
2. (a) Discuss any five reasons that explain why managers choose to use mathematical models in decision making. [10 marks]
(b) Discuss any five factors that determine the selection of production process in a manufacturing organization. [10 marks]
3. (a) Explain any five challenges in using a fixed position layout. [10 marks]
(b) Give any five benefits of good plant layouts. [10 marks]
4. (a) Discuss the benefits of a good quality control program to an organization. [10 marks]
(b) Explain the benefits of a good preventive maintenance program to an organization.

[10

marks]
