

CHUKA



UNIVERSITY

## UNIVERSITY EXAMINATIONS

### SECOND YEAR EXAMINATION FOR THE AWARD OF DIPLOMA IN PROCUREMENT AND LOGISTICS MANAGEMENT

**DPLM 0217: SYSTEM PRODUCTION MANAGEMENT**

**STREAMS: DPLM (Y2S2)**

**TIME: 2 HOURS**

**DAY/DATE: WEDNESDAY 07/8/2019**

**8 .30 A.M. – 10.30 A.M**

**INSTRUCTIONS: Answer question ONE and any other TWO questions**

1. (a) Discuss the functions of a production manager in a manufacturing organization. [10 marks]
- (b) Ideas for new products can be generated from a variety of sources both within and outside the firm. State and explain any five external sources. [10 marks]
- (c) With the aid of a diagram, explain the characteristics of a production system. [10 marks]
2. (a) Explain five features of a job shop production system. [10 marks]
- (b) Plant layout is the physical arrangement of production facilities. Discuss the objectives of plant layouts. [10 marks]
3. (a) Discuss the features that distinguish production of goods from delivery of services. [10 marks]
- (b) Explain five reasons as to why an organization's products may be of poor quality that does not satisfy customers [10 marks]
4. (a) Quality is the degree of excellence or the extent to which a product or service conforms to specifications. State and explain any five factors that determine the quality of a manufactured product. [10 marks]

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- (b) One of the main objectives of production management is to have products produced at the predetermined time. Explain any five factors that may enable timely completion and delivery of products to customers. [10 marks]
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