

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

SECOND YEAR EXAMINATION FOR THE AWARD OF DIPLOMA IN BUSINESS
MANAGEMENT

DIBM 0224: OPERATIONS MANAGEMENT

STREAMS: DIBM Y2S2

TIME: 2 HOURS

DAY/DATE: THURSDAY 8/08/2019

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

1. (a) Discuss the characteristics of a mass production system. [10 Marks]
(b) Explain any five objectives of operations management in a manufacturing organization. [10 Marks]
(c) State any five external sources of ideas in new product development. [10 Marks]
2. (a) Discuss any five objectives of good plant layouts. [10 Marks]
(b) Some products fail to sell in the market soon after they are launched. Give five reasons to explain this. [10 Marks]
3. (a) Discuss the areas of inspecting manufactured goods for their quality standards.[10 Marks]
(b) State the benefits of producing high quality products to the producers. [10 Marks]
4. (a) Explain the objectives of maintaining plant and machinery in an organization. [10 Marks]
(b) Explain any five factors that influence the location of a production facility in a competitive business environment. [10 Marks]