

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 7/12/2017

2.30 P.M - 4.30 P.M.

INSTRUCTIONS:

- Answer question ONE and ANY OTHER TWO questions
- Do not write anything on this question paper

1. (a) State and explain any five objectives of production/operation management. [10 Marks]
(b) Discuss the limitations of using mass production system in operations. [10 Marks]
(c) Some products fail soon after they are introduced into the market. Give five reasons to explain this. [10 Marks]
 2. (a) Ideas for new product development come from internal and external sources. Discuss any five internal sources. [10 Marks]
(b) Organizations maintain huge stocks of inventories for future use. Give five reasons to explain this. [10 Marks]
 3. (a) State any five benefits of good plant layouts to organizations. [10 Marks]
(b) Highlight any five principles of plant layout. [10 Marks]
 4. (a) State and explain any five reasons for maintaining plant and machineries. [10 Marks]
(b) Discuss the function of the operation manager in a manufacturing organization. [10 Marks]
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