

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

EXAMINATIONS FOR THE AWARD OF DIPLOMA BUSINESS MANAGEMENT

DIBM 0224: OPERATIONS MANAGEMENT

STREAMS: DIBM

TIME: 2 HOURS

DAY/DATE: WEDNESDAY 08/8/2018

2.30 P.M. – 4.30 P.M.

INSTRUCTIONS: Answer question ONE and any other TWO questions

- Q1. (a) Batch production is one of the systems of production. Discuss any five characteristics of batch production [10 marks]
- (b) State and explain any five functions of a production manager in a manufacturing organization [10 marks]
- (c) Ideas for new products come from both internal and external sources. Explain any five internal sources of ideas in new production development [10 marks]
2. (a) Discuss any five objectives of good plant layouts [10 marks]
- (b) Some organizations keep a lot of stocks of inventories. Give reasons to explain this [10 marks]
3. (a) Discuss any five consequences of poor quality products to an organization [10 marks]
- (b) State and explain any five benefits of having a quality assurance program in an organization [10 marks]
4. (a) Discuss any five objectives of maintaining plant and machinery in an organization [10 marks]
- (b) Using suitable examples, distinguish between preventive maintenance and repair maintenance [10 marks]