

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

SECOND YEAR EXAMINATION FOR THE AWARD OF F DIPLOMA IN BUSINESS MANAGEMENT

DIBM 0224: OPERATIONS MANAGEMENT

STREAMS: DIBM Y2S2

TIME: 2 HOURS

DAY/DATE: FRIDAY 13/04/2018

2.30 P.M - 4.30 P.M.

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**INSTRUCTIONS:**

- Answer Question ONE and any other TWO Questions.

1. (a) Discuss any five objectives of operations management in a manufacturing organization. [10 Marks]  
(b) Explain the disadvantages of using mass production system in manufacturing. [10 Marks]  
(c) State and explain any five objectives of good plant layouts in an organization. [10 Marks]
  2. (a) Discuss any five features that distinguish provision of a service from producing a good. 10 Marks]  
(b) State any five internal sources of ideas in a new product development. [10 Marks]
  3. (a) Give five reasons to explain why products fail to sell in a market. [10 Marks]  
(b) State any five benefits of having a quality assurance programme in an organization. [10 Marks]
  4. (a) State and explain the reason for plant maintenance. [10 Marks]  
(b) Give five reasons to explain why organization keeps a lot of stocks of finished goods. [10 Marks]
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