

**CHUKA**



**UNIVERSITY**

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**UNIVERSITY EXAMINATIONS**

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

**DIBM 0224: OPERATIONS MANAGEMENT**

**STREAMS: DIP. DIBM Y2S2**

**TIME: 2 HOURS**

**DAY/DATE: WEDNESDAY 08/04/2020**

**2.30 P.M. – 4.30 P.M.**

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**INSTRUCTIONS:**

- **Answer question one and any other two questions.**
- **Do not write on the question paper.**

**QUESTION ONE**

- (a) Discuss five benefits of good plant layout to employees. (10 marks)
- (b) Quality control program is beneficial to an organization in many ways. Discuss five such benefits. (10 marks)
- (c) State and explain five functions of a production manager in a manufacturing firm. (10 marks)

**QUESTION TWO**

- (a) Batch production is one of the production system. Discuss any five characteristics of batch production. (10 marks)
- (b) State and explain any five features that distinguish provision of a service from producing a good. (10 marks)

**QUESTION THREE**

- (a) Service design present some special challenges that are less likely to be encountered in product design. Discuss any five challenges in service design. (10 marks)

- (b) Explain five limitations of fixed position layout. (10 marks)

**QUESTION FOUR**

- (a) Designing new products and launching them in market is the biggest chance facing organizations. Discuss five reasons for this. (10 marks)
- (b) Discuss any five factors that determine the selection of equipment and machines for production. (10 marks)
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