

THARAKA



UNIVERSITY

COLLEGE

(A Constituent College of Chuka University)

UNIVERSITY EXAMINATIONS

EXAMINATION FOR THE AWARD OF
DIPLOMA IN PROCUREMENT AND LOGISTICS MANAGEMENT

DPLM 0217: SYSTEM PRODUCTION MANAGEMENT

STREAMS: DPLM Y2S2

TIME: 2 HOURS

DAY/DATE: TUESDAY 21/04/2020

2.30 PM – 4.30 PM

INSTRUCTIONS:

Answer Question One and any other Two

1. (a) Production function/system is the part of an organization that produce organization products. With the aid of a diagram discuss the features of a production system.

[10 marks]

- (b) Production department aims to produce and deliver goods of the right quality and at the right quantity to customers. Discuss five possible factors that may hinder timely completion and delivery of goods to customers. [10 marks]

- (c) A service is any act or performance by one party to another that is essentially intangible and does not result to ownership. In the recent years, the service sector has grown significantly. Discuss social factors that can explain this growth.

[10 marks]

2. (a) Production management deals with decision making related to production processes so that the resulting goods or services are produced according to specification. State and explain five roles of a production manager.

[10 marks]

(b) State and explain reasons why an organization products may be of poor quality that does not satisfy the customer needs. [10 marks]

3. (a) Product design deals with conversion of ideas into reality. To meet customer's needs, each organization has to design and develop new products so as to remain relevant in the highly competitive market. Discuss reasons for designing new product. [10 marks]

(b) Discuss factors that may make an organization to change the physical arrangement of its production facilities. [10 marks]

4. (a) Intermittent production is a form of manufacturing in which each job pass through functional departments in lots and each lot has a different routing. Discuss the benefits that an organization may obtain from using intermittent production. [10 marks]

(b) State and explain the characteristics of a well-designed service system. [10 marks]
