



PAN AFRICA CHRISTIAN UNIVERSITY

END OF SEMESTER EXAMINATION FOR THE DEGREE OF

SEPTEMBER-DECEMBER 2020

CAMPUS: ROYSAMBU

DEPARTMENT: BUSINESS

COURSE CODE: BUE 4213

**COURSE TITLE: FUNDAMENTALS OF OPERATIONS
MANAGEMENT**

EXAM DATE:

QUESTION ONE (COMPULSORY)**10 MARKS**

- a) Discuss four differences between design of services and design of products. (4 Marks)
- b) Explain the following types of production processes using relevant examples:
 - i. Continuous System (2 Marks)
 - ii. Intermittent System (2 Marks)
 - iii. Project systems (2 Marks)

QUESTION TWO**10 MARKS**

- a) Explain five ways of measuring productivity in operations management. (5 marks)
- b) Giving relevant examples, discuss five techniques of improving productivity. (5 marks)

QUESTION THREE**10 MARKS**

“The management of the transformation process is what we mean by production management. Its study is quite independent of whatsoever specific technologies are involved and is concerned with employing methodology to operate and administer transformation systems with effectiveness.”

Discuss the above statement

QUESTION FOUR**10 MARKS**

- a) Briefly explain four factors that affect capacity planning. (4 marks)
- b) Discuss two strategies used in capacity planning giving relevant examples. (6 Marks)

QUESTION FIVE**10 MARKS**

- a) Give a brief explanation of the meaning of facilities location. (2 Marks)
- b) Discuss the impact of globalization in the choice of a facility. Using relevant examples (8 Marks)

QUESTION SIX**10 MARKS**

- a) Discuss steps involved in project management. (5 Marks)
- b) A network diagram is used as a project scheduling tool in operations management. Explain the importance of a network diagram in this context. (5 Marks)