MAASAI MARA UNIVERSITY

REGULAR UNIVERSITY EXAMINATIONS 2018/2019 ACADEMIC YEAR FOURTH/SECOND YEAR SECOND SEMESTER

SCHOOL OF BUSINESS AND ECONOMICS
BSC.HUMAN HUMAN RESOURCE

COURSE CODE: BBM 447/BHR 2206
COURSE TITLE: PRODUCTION & OPERATIONS

MANAGEMENT

DATE: 16TH APRIL, 2019   **TIME: 0830 - 1030HRS**

INSTRUCTIONS:

- Attempt question one in section A & any other three Questions in section B: Clear Examples, Calculations and Explanations Are Awarded
- Do not write on the exam question paper.

Section A (QUESTION ONE IS COMPULSORY)
Question one

a) From point of view of group assignment one in production and operations management, discuss the key reasons why organizations fail using a local company.
(10 marks)

b) Discuss the key competitive priorities for any organization and clearly show your understanding on how to create or add value for customers.
(7 marks)

c) Moving average is useful if we can assume market demand will stay steady over time .Demonstrate mathematically how you can use moving average to forecast demand for an organization of choice. **(8 marks)**

SECTION B (ATTEMPT ANY THREE QUESTIONS)
Question two

Discuss any five limitations management can encounter when dealing with service process**.**
(10 marks)

Explain any two P's of transformation in operations management**.**
(5 marks)

Question three

a) Show clearly how different push and pull systems are and for each discuss their merits or demerits in inventory management. **(8 marks)**

b) Identify and explain the three major types of waste in JIT. **(7 marks)**

Question four

a) Discus the most suitable layout for Maasai Mara university library giving the advantages they will enjoy as well as the disadvantages.   **(10 marks)**

b) Explain any two principles as to why they need the suggested layout.

(**5 marks)**

Question five

a) Explain any three major ways in managing demand and capacity in the service sector.

(**6 marks)**

b) Explain how you would use decision theory to make capacity decision for an existing organization mathematically.

(9 marks)

//END