

**NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY**

**FACULTY OF COMMERCE**

**DEPARTMENT OF BUSINESS MANAGEMENT**

**OPERATIONS MANAGEMENT - CBU2108**

**FINAL EXAMINATION – APRIL 2009**

**TIME ALLOWED: 3 HOURS**

**INSTRUCTIONS TO CANDIDATES**

- (i) Answer any FOUR (4) questions
- (ii) All questions carry **25** marks each
- (iii) Questions may be answered in any order
- (iv) As much as possible, use relevant examples

**QUESTION 1**

Using local examples, discuss the competitive dimensions that a company's production system must possess to support the demands of the markets the company wishes to compete in. **[25 Marks]**

**QUESTION 2**

Discuss the costs associated with quality management. **[25 Marks]**

**QUESTION 3**

- (a) Discuss the nature and use of resources flexibility as a facet of process design. **[10 Marks]**
- (b) Explain how an operations process can be designed to promote customer involvement. **[15 Marks]**

**QUESTION 4**

There are pressures for both large and small capacity cushions in businesses. Using examples from the service and manufacturing sectors, discuss the arguments for both strategies. **[25 Marks]**

### **QUESTION 5**

Just In Time (JIT) systems are designed to produce or deliver goods and services as needed, using minimal inventories. For this to happen a number of elements need to be inherent in the J.I.T system. Discuss these J.I.T elements giving examples where possible. **[25 Marks]**

### **QUESTION 6**

Write an argument for and against keeping large inventory in a manufacturing facility. **[25 marks]**

### **QUESTION 7**

Using illustrations, discuss how an 'integrated supply chain' can be used as a competitive weapon in operations management. **[25 Marks]**

**END OF EXAMINATION**

