

**NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY  
FACULTY OF COMMERCE  
DEPARTMENT OF BUSINESS MANAGEMENT  
DIPLOMA IN MANAGEMENT**

**OPERATIONS MANAGEMENT MDP 2001  
FINAL EXAMINATION – JUNE 2007  
TIME ALLOWED 3 HOURS**

**INSTRUCTIONS TO CANDIDATES**

- *Answer any four questions.*
- *Questions may be answered in any order.*
- *All questions carry 25 marks each.*

**QUESTION 1**

Discuss the impacts of five issues in facility location. [25]

**QUESTION 2**

Facility layout plays a significant role in determining the speed of manufacturing as well as the quality of goods produced. Discuss. [25]

**QUESTION 3**

Total Quality Management as an Operations Management tool helps in the marketing of goods because quality is a crucial selling point. Discuss this statement, paying particular attention to the concept of continuous improvement. [25]

**QUESTION 4**

What are the relationships among materials management, inventory management, and logistics? [25]

**QUESTION 5**

Discuss the roles of Supply Chain Management (SCM) in Operations Management. [25]

**QUESTION 6**

Define operations strategy and indicate five typical operations strategy issues. [25]

**QUESTION 7**

What is meant by a process? Describe its important features. [25]