

**NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY**

**FACULTY OF COMMERCE**

**DEPARTMENT OF BUSINESS MANAGEMENT**

**OPERATIONS MANAGEMENT – MDP 2001**

**FINAL EXAMINATION - AUGUST 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 relevant local examples discuss the competitive priorities or strategies that organisations could use to attain positions of competitive advantage. [ Indicate how these strategies ought to be supported by an operating system]

**[25 Marks]**

**QUESTION 2**

'Quality is free' Critically discuss this statement.

**[25 Marks]**

**QUESTION 3**

Giving relevant examples, discuss operational benefits of adopting the JIT philosophy in a manufacturing organization.

**[25 Marks]**

#### **QUESTION 4**

Identify and discuss methods or ways of managing capacity (scheduling work) in the service industry. Give relevant local examples to support your answer.

**[25 Marks]**

#### **QUESTION 5**

(a) Discuss the four facets or elements of process design. **[15 Marks]**

(b) You have been asked to write a brief paper on the purchase of either '*general purpose equipment*' or '*specific purpose equipment*.' Draft the paper outlining the conditions in which either type of equipment would be appropriate. Use a diagram if appropriate. **[10 Marks]**

#### **QUESTION 6**

What are the advantages and disadvantages of carrying large inventory in a manufacturing or service organisation? **[25 Marks]**

#### **QUESTION 7**

'It is very difficult for managers to suggest realistic competitive strategies without some understanding of operations management.' Critically discuss this statement. **[25 Marks]**

**END OF EXAMINATION**