



## **GARISSA UNIVERSITY**

**UNIVERSITY EXAMINATION 2017/2018 ACADEMIC YEAR TWO  
SECOND SEMESTER EXAMINATION**

**SCHOOL OF BUSINESS AND ECONOMICS**

**FOR THE DEGREE OF BACHELOR OF BUSINESS MANAGEMENT**

**COURSE CODE: BHR 209**

**COURSE TITLE: PRODUCTION AND OPERATION MANAGEMENT**

**EXAMINATION DURATION: 3 HOURS**

**DATE: 06/04/18**

**TIME: 09.00-12.00 PM**

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### **INSTRUCTION TO CANDIDATES**

- **The examination has SIX (6) questions**
- **Question ONE (1) is COMPULSORY**
- **Choose any other THREE (3) questions from the remaining FIVE (5) questions**
- **Use sketch diagrams to illustrate your answer whenever necessary**
- **Do not carry mobile phones or any other written materials in examination room**
- **Do not write on this paper**

**This paper consists of TWO (2) printed pages**

***please turn over***



**QUESTION ONE (COMPULSORY)**

- (a) Define the term Production and operations management [2 marks]
- (b) List the five objectives of operations management [5 marks]
- (c) Distinguish between facility location and facility layout [4 marks]
- (d) Discuss the key elements of lean operations management [7 marks]
- (e) Highlight seven components of an asset management plan [7 marks]

**QUESTION TWO**

- (a) Discuss the steps involved in undertaking the following activities
  - i. Methods analysis [5 marks]
  - ii. Time study [5 marks]
  - iii. Work sampling [5 marks]

**QUESTION THREE**

- (a) Explain the different types of production systems. [10 marks]
- (b) Explain the scope of production and operations management [5 marks]

**QUESTION FOUR**

- (a) Outline the steps involved in product design [10 marks]
- (b) Highlight the characteristics of environmentally friendly product design [5 marks]

**QUESTION FIVE**

- (a) Outline five types of failure [5 marks]
- (b) Explain the mechanisms used to detect failure in operations [10 marks]

**QUESTION SIX**

- (a) Describe the Benefits of production planning and control [5 marks]
- (b) Outline the approaches to asset maintenance [5 marks]
- (c) Describe the Steps in the planning and control [5 marks]

