

**FINAL EXAMINATION**

**BACHELOR OF BUSINESS ADMINISTRATION (HONOURS)
HUMAN RESOURCE MANAGEMENT
BACHELOR OF BUSINESS ADMINISTRATION (HONOURS)**

COURSE	:	OPERATION MANAGEMENT
COURSE CODE	:	MGT3393
DURATION	:	3 HOURS

INSTRUCTIONS TO CANDIDATES:

1. This question paper consists of **TWO (2)** parts :
PART A (20 questions)
PART B (4 questions)
2. Answer ALL questions from Part A and Part B.
 - i. Answer PART A in the Objective Answer Sheet.
 - ii. Answer PART B in the Answer Booklet provided.
3. Please check to make sure that this examination pack consist of :
 - i. The Question Paper
 - ii. An Answer Booklet
 - iii. An Objective Answer Sheet
4. Do not bring any material into the examination hall.
5. Please write your answer using permanent ink.

MYKAD NO./ PASSPORT NO. : _____
ID. NO. : _____
LECTURER : _____
SECTION : _____

DO NOT OPEN THE QUESTION PAPER UNTIL YOU ARE TOLD TO DO SO

This question paper consists of 6 printed pages including the front page

PART A : MULTIPLE CHOICE

Instruction: Answer ALL questions.

1. Which of the following is a direct responsibility of an operations manager?
 - A. Preparing payroll.
 - B. Promoting products to customers.
 - C. Performing all activities in a project.
 - D. Making decisions about system design.

2. Which of the following pioneers did **NOT** make a professional impact during the Scientific Management Era?
 - A. Lillian Gilbreth.
 - B. Frank Gilbreth.
 - C. Henry L. Gantt.
 - D. W. Edwards Deming.

3. _____ is the set of activities that create value in the form of goods and services by transforming inputs into outputs.
 - A. Energy management
 - B. Finance management
 - C. Inventory management
 - D. Operations management

4. An operations manager is **NOT** likely to be involved in _____.
 - A. maintenance schedules
 - B. identifying customers' wants and needs
 - C. designing goods and services to satisfy customers' wants and needs
 - D. ensuring the quality of goods and services to satisfy customers' wants and needs

5. Reasons for studying operations management include _____.
 - A. studying how people market products
 - B. learning about a costly part of the enterprise
 - C. understanding what human resource managers do
 - D. understanding how goods and services are consumed

6. Which of the following is **NOT** a type of processing?
- A. Batch.
 - B. Facility.
 - C. Job shop.
 - D. Continuous.
7. The advantage of a _____ layout is that it can handle a variety of processing requirements.
- A. cellular
 - B. service
 - C. product
 - D. process
8. A process-oriented layout _____.
- A. deals with low-volume, high-variety production
 - B. allocates shelf space and responds to customer behaviour
 - C. addresses the layout requirements of large, bulky projects such as ships and buildings
 - D. seeks the best personnel and machine utilization in repetitive or continuous production
9. All of the following are considerations in designing a good layout **EXCEPT** _____.
- A. improving customer interaction
 - B. fully utilizing space, equipment, and people
 - C. improving the flow of information, materials, and people
 - D. neglecting employee morale and safe working conditions
10. Which of the following resembles a supermarket layout?
- A. Retail.
 - B. Project.
 - C. Cellular.
 - D. Job shop.
11. Which of the following is **NOT** a requirement for effective inventory management?
- A. Estimating material costs.
 - B. Knowing lead times and lead-time variability.
 - C. Having a system to track inventory on hand and on order.
 - D. Having a reliable demand forecast that includes possible forecast error.

12. The two most important inventory questions answered by a typical inventory model are _____.
- A. when to place an order and the cost of the order
 - B. how many units to order and the cost of the order
 - C. when to place an order and how many units to order
 - D. how many units to order and which supplier to order from
13. One of the benefits of a lean system (JIT) is that it _____.
- A. reduces cost
 - B. reduces waste
 - C. increases quality
 - D. reduces flexibility
14. Which of the following is **NOT** one of the four main types of inventories?
- A. Safety stock inventory.
 - B. Raw material inventory.
 - C. Work-in-process inventory.
 - D. Maintenance, repair, and operating (MRO) supplies inventory.
15. ABC analysis divides on-hand inventory into three classes, generally based on which of the following?
- A. Unit price.
 - B. Annual demand.
 - C. Annual dollar volume.
 - D. Number of units on hand.
16. Which of the following is the key aspect of matching supply to demand?
- A. Managing suppliers.
 - B. Managing product design.
 - C. Managing marketing schedule.
 - D. Managing customers' financial problem.
17. Which of the following is the **LAST** step in the movement of materials within a manufacturing facility?
- A. From receiving to storage.
 - B. From storage to the point of use.
 - C. From one work centre to the next.
 - D. From incoming vehicles to receiving.

18. Which of the following technologies uses radio waves to identify objects?

- A. Scanner.
- B. Bar code.
- C. Wireless technology.
- D. Radio frequency identification (RFID).

19. Which of the following is **NOT** one of the supply chain management flows?

- A. Financial flow.
- B. Information flow.
- C. Productivity flow.
- D. Product and service flow.

20. The following are complexities of the global supply chain **EXCEPT** _____.

- A. political stability
- B. currency fluctuations
- C. increasing transportation costs and lead times
- D. increased need for trust among supply chain partners

(TOTAL: 20 MARKS)

PART B : LONG STRUCTURED

Instruction: Answer ALL questions.

1. Explain **FIVE (5)** ethical issues in business operations. Provide one example for each.
(20 marks)
2. Discuss **FIVE (5)** ways to achieve sustainable production in goods and services. Provide an example for each.
(20 marks)
3. Describe **FIVE (5)** characteristics of a lean system. Provide an example for each.
(20 marks)
4. Elaborate on **FIVE (5)** benefits of outsourcing in business operations. Provide one example for each.
(20 marks)

(TOTAL : 80 MARKS)

(TOTAL: 100 MARKS)

END OF QUESTION PAPER