

**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. Below are examples of services, **EXCEPT** _____.
 - A. tailor
 - B. car tyre
 - C. sales promoter
 - D. business consultant

2. Operations management is applicable in _____.
 - A. services exclusively
 - B. mostly the service sector
 - C. mostly the manufacturing sector
 - D. all firms, whether manufacturing or service

3. Marketing, production/operations, and _____ are the three functions that all organizations must perform to create goods and services.
 - A. finance
 - B. human resources
 - C. information technology
 - D. research and development

4. All of the following decisions fall within the scope of operations management, **EXCEPT** _____.
 - A. managing quality
 - B. design of goods and services
 - C. human resources and job design
 - D. preparing the company income statement

5. Process selection refers to the ways organizations _____.
 - A. hire new employees
 - B. seek the best supplier
 - C. produce or provide their goods and services
 - D. allocate shelf space and respond to customer behavior

6. Which layout strategy deals with low-volume, high-variety production?
- A. Cellular.
 - B. Product.
 - C. Process.
 - D. Fixed-position.
7. The fixed-position layout would be **MOST** appropriate in which of the following settings?
- A. A doctor's office.
 - B. Cruise ship assembly.
 - C. A Casual dining restaurant.
 - D. A washing machine assembly line.
8. One of the major advantages of process-oriented layouts is that they _____.
- A. require special attention
 - B. have slow material handling
 - C. have low equipment utilization
 - D. handle a variety of processing requirements
9. Which of the following is an advantage of a product layout?
- A. Low rate of output.
 - B. Poorly skilled workers.
 - C. Low material-handling cost.
 - D. Low utilization of labor and equipment.
10. Which of the following statements about ABC analysis is **FALSE**?
- A. In ABC analysis, forecasting methods for "B" items may require tighter physical inventory control than "C" items.
 - B. In ABC analysis, forecasting methods for "C" items may be less sophisticated than those for "A" items.
 - C. In ABC analysis, "A" items should have tighter physical inventory control than "B" or "C" items.
 - D. ABC analysis is based on the presumption that all items must be tightly controlled to produce important cost savings.

11. Which of the following is **NOT** a type of inventory?
- A. Raw material.
 - B. Finished goods.
 - C. Work-in-process (WIP).
 - D. Material requirements planning (MRP).
12. All of the following are terms used by Toyota in conjunction with lean operations, **EXCEPT** _____.
- A. muda
 - B. jidoka
 - C. kanban
 - D. poka-yoke
13. The A-B-C approach refers to _____.
- A. supplying the products
 - B. marketing the products
 - C. controlling the materials
 - D. classifying inventory items
14. A _____ system is a physical count of items in inventory made at periodic intervals.
- A. two-bin
 - B. systematic
 - C. periodic inventory
 - D. perpetual inventory
15. Which of the following statements is **TRUE** regarding logistics?
- A. Strategic coordination of the supply chain.
 - B. Ability to detect and respond to unplanned events.
 - C. Speed at which goods move through a supply chain.
 - D. Movement of materials, services, and information in a supply chain.
16. The process of "identifying a supplier and its tier" is known as _____.
- A. resiliency
 - B. supply chain visibility
 - C. knowing your suppliers
 - D. event-response capability

17. _____ describes the coordination of all supply chain activities, starting with raw materials and ending with a satisfied customer.
- A. Risk management
 - B. Logistics management
 - C. Supply chain management
 - D. Performance management
18. The complexities of a global supply chain include all of the following, **EXCEPT** _____.
- A. political stability
 - B. currency fluctuations
 - C. increasing transportation costs and lead times
 - D. an increased need for trust among supply chain partners
19. The transfer of some traditional internal activities and resources of a firm to outside vendors is _____.
- A. keiretsu
 - B. offshoring
 - C. outsourcing
 - D. a make-or-buy decision
20. Which of the following statements is **TRUE** regarding supply chain visibility?
- A. Ability to detect and respond to unplanned events.
 - B. Speed at which goods move through a supply chain.
 - C. Movement of materials, services, and information in the supply chain.
 - D. A major trading partner can connect to its supply chain to access data in real time.

(TOTAL: 20 MARKS)

PART B : LONG STRUCTURED

Instruction: Answer ALL questions.

1. Explain **FIVE (5)** differences between manufacturing operations and service operations. Provide an example for each. (20 marks)
2. Explain **FIVE (5)** objectives of layout design. Provide one example for each. (20 marks)
3. Discuss **FIVE (5)** functions of inventory. Provide an example for each. (20 marks)
4. Elaborate on **FIVE (5)** trends affecting supply chain design and management. Provide an example for each. (20 marks)

(TOTAL : 80 MARKS)

(TOTAL: 100 MARKS)

END OF QUESTION PAPER