

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

2. Which of the following is **NOT** a service?
 - A. Computer
 - B. Education
 - C. Healthcare
 - D. Songwriter/Composer

3. Below are the pioneers who contributed in operations management **EXCEPT** _____.
 - A. Henry Ford
 - B. Henry Gantt
 - C. Frank Gilbreth
 - D. George Elton Mayo

4. The four major business input in production to all organizations are _____.
 - A. land, labor, capital and emotional
 - B. land, labor, capital and information
 - C. land, religion, capital and information
 - D. land, labor, marketing and information

5. Which of the following would **NOT** be an operations function in a commercial bank?
 - A. auditing
 - B. collection
 - C. check clearing
 - D. teller scheduling

6. Which of the following is an advantage of product layout?
- A. Low rate of output
 - B. Poorly skilled workers
 - C. Low material handling cost
 - D. Low utilization of labour and equipment
7. Which of the following closely resembled a hospital's layout?
- A. Retail
 - B. Project
 - C. Supply
 - D. Job Shop
8. "A workstation are grouped" describes what layout type?
- A. Cellular.
 - B. Service.
 - C. Process.
 - D. Fixed-Position.
9. 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
10. All of the following are valid purposes for layout studies **EXCEPT** _____.
- A. avoid bottleneck
 - B. minimize handling cost
 - C. increase waiting time
 - D. use worker effectively

11. Lean operation tends to achieve _____.
A. high costs
B. higher quality
C. lower productivity
D. longer cycle times
12. The two most important inventory-based questions answered by the typical inventory model are _____.
A. when to place an order and what is the cost of the order
B. when to place an order and how many of an item to order
C. how many of an item to order and what is the cost of this order
D. how many of an item to order and with whom the order should be placed
13. One of the benefits of lean system (JIT) is it _____.
A. reduce cost
B. reduce waste
C. increase quality
D. reduce flexibility
14. Which of the following would **NOT** generally be a motive for a firm to hold inventories?
A. To decouple operations
B. To increase the risk of stockout
C. To smooth production requirements
D. To meet anticipated customer demand
15. _____ system is a physical count of items in inventory made at periodic intervals.
A. Two-bin
B. Systematic
C. Periodic inventory
D. Perpetual inventory

16. Which of the following would **NOT** typically be considered as part of a manufacturing firm's supply chain?
- A. Retailers
 - B. Suppliers
 - C. Wholesalers
 - D. Landscaping contractors
17. Which of the following statements is **TRUE** regarding the 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 supply chain
18. 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 supply chain.
 - D. Major trading partner can connect to its supply chain to access data in real time.
19. Which of the following is **NOT** one of the supply chain management flow?
- A. Financial flow.
 - B. Information flow.
 - C. Productivity flow.
 - D. Product and service flow.
20. Which of the potential benefits of using a third-party logistic?
- A. More quality.
 - B. More direct control.
 - C. Specialists' knowledge.
 - D. Enhance communication skills.

(Total: 20 marks)

PART B: LONG STRUCTURED

Instruction: Answer ALL questions.

1. Explain **FIVE (5)** inputs required in transformation process to produce any products/services. Provide an example for each point.
(20 marks)
2. Explain **FIVE (5)** disadvantages of process layouts. Provide an example for each.
(20marks)
3. Discuss **FIVE (5)** costs associated with inventories. Provide an example for each.
(20 marks)
4. Elaborate on **FIVE (5)** roles of the supply chain activities in achieving an efficient supply chain. Provide one example for each.
(20 marks)

(Total: 80 marks)

(TOTAL: 100 MARKS)

END OF QUESTION PAPER