

**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 **NOT** an operation function in a commercial bank?

- A. Purchasing
- B. Cash collection
- C. Cheque clearing
- D. Teller scheduling

2. Based on Table 1, which of the following is **CORRECT** regarding the differences between services and goods?

Services		Goods
i.	Difficult to measure quality	Easy to evaluate the quality
ii.	Limited interaction	Limited customer involvement
iii.	Intangibility	Tangibility
iv.	Unique	Similar products

Table 1: Differences between Goods and Services

- A. i and ii
 - B. ii and iii
 - C. i, iii and iv
 - D. All of the above
3. _____ is the set of activities that creates 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. Marketing, production/operations, and _____ are the three business functions that all organizations must perform to create goods and services.
- A. finance
 - B. human resource
 - C. information technology
 - D. research and development

5. An operation manager is **NOT** likely to be involved in _____.
- A. maintenance schedules
 - B. the identification of customers' wants and needs
 - C. the quality of goods and services to satisfy customers' wants and needs
 - D. the design of goods and services to satisfy customers' wants and needs
6. The main objective of _____ layout is to achieve a smooth and rapid flow of large volume of goods or customer through a system.
- A. cellular
 - B. product
 - C. process
 - D. fixed-position
7. Which of the following settings would a fixed-position layout be most appropriate?
- A. Doctor's office
 - B. Cruise ship assembly
 - C. Casual dining restaurant
 - D. Washing machine assembly line
8. Which of the following is **NOT** a type of processing?
- A. Batch
 - B. Facility
 - C. Job Shop
 - D. Continuous
9. Work cells typically _____.
- A. increase raw materials inventory
 - B. increase work-in-process inventory
 - C. reduce investment in machinery and equipment
 - D. Increase direct labour needs due to specialization
10. All of the following the considerations used in designing good layouts **EXCEPT** _____.
- A. improving customer Interaction
 - B. fully utilizing of space, equipment and people
 - C. improving flow of information, materials and people
 - D. neglecting employee morale and safer working conditions

11. Which of the following are the types of inventories?

- i. Raw material
- ii. Finished-goods
- iii. Work-in- process (WIP)

- A. i and ii
- B. i and iii
- C. ii and iii
- D. All of the above

12. Which of the following statements about ABC analysis is **FALSE**?

- A. In ABC analysis, forecasting methods for "B" items may be tighter physical inventory than "C"
- B. In ABC analysis, forecasting methods for "C" items may be less sophisticated than for "A" items
- C. In ABC analysis, "A" items should have tighter physical inventory control than "B" or "C" items have
- D. ABC analysis is based on the presumption that all items must be tightly controlled to produce important cost savings

13. Which of the following is **NOT** a requirement for effective inventory management?

- A. Estimation of material costs
- B. Knowledge of lead times and lead time variability
- C. A system to keep track of the inventory on hand and on order
- D. A reliable forecast of demand that includes an indication of possible forecast error

14. Which of the following statements reflects Economic Order Quantity (EOQ)?

- A. Lead time is constant.
- B. There is a quantity discount.
- C. Minimize sum of monthly cost.
- D. Holding cost per unit per week.

15. _____ system keep track of removals from inventory continuously.

- A. Two-bin
- B. Systematic
- C. Periodic inventory
- D. Perpetual inventory

16. Which of the following is **NOT** a part of a manufacturing firm's supply chain?
- A. Suppliers
 - B. Distributors
 - C. Wholesalers
 - D. Landscaping contractors
17. Which of the following is the key aspect that match supply to demand?
- A. Managing suppliers
 - B. Managing product design
 - C. Managing marketing schedule
 - D. Managing customer financial problem
18. Which of the following is the final stage in the movement of materials within a manufacturing facility?
- A. From receiving to storage
 - B. From one work centre to next
 - C. From storage to the point of use
 - D. From incoming vehicles to receiving
19. Which of the following is the potential benefits of using a third-party logistic?
- A. More quality
 - B. More direct control
 - C. Specialists' knowledge
 - D. Enhance communication skills
20. Which of the following statement 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

(Total: 20 marks)

PART B: LONG STRUCTURED

Instruction: Answer ALL questions.

1. Explain **FIVE (5)** activities related in operations function. Provide an example for each point.
(20 marks)
2. With an example for each point, explain **FIVE (5)** types of process selection in produce any goods/services.
(20 marks)
3. Elaborate **FIVE (5)** ways for a company can reduce the need for inventories. Provide an example for each point.
(20 marks)
4. Describe **FIVE (5)** operational responsibilities in supply chain management. Provide an example for each point.
(20 marks)

(Total: 80 marks)

(TOTAL: 100 MARKS)

END OF QUESTION PAPER