



**ALUPE UNIVERSITY  
COLLEGE**

*...Pursuing the Frontiers of Knowledge...*

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## UNIVERSITY EXAMINATIONS

### 2021 /2022 ACADEMIC YEAR

4<sup>TH</sup> YEAR 2<sup>ND</sup> SEMESTER REGULAR EXAMINATION

### FOR THE DEGREE OF BACHELOR OF BUSINESS MANAGEMENT

COURSE CODE: BBM 440

COURSE TITLE: PRODUCTION AND OPERATIONS MANAGEMENT

DATE: 10/06/2022 TIME: 9am -12pm

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#### INSTRUCTION TO CANDIDATES

- See Inside
- Attempt Question ONE and Any other TWO

This Paper Consists of 3 Printed Pages. Please Turn Over.

## QUESTION ONE

You are a Quality Assurance and Standards Officer of a firm specializing in making motor vehicle tyres with its headquarters in Nairobi and foreign operations in Kampala and Dar-es-salaam. Your Chief Executive Officer has called and said that there is need to structure the business project in order to improve the performance of business processes. He then proceeds to tell you to draw up something in form of a strategic plan for the next board meeting in which you will present the approach that is best suited to the situation in hand, taking into account organization objectives, capabilities and economic or competitive requirements. He further suggested that Quality management (QM) is the way to go.

- a) i) Define the terms [4 marks]
  - I) Production management
  - II) Total Quality Management (TQM)
  - III) Operations Management
  - IV) Quality Control
- ii) Briefly describe the dimensions of product quality [6 marks]
- b) "QUALITY Control is everyone's job". Describe five objectives of quality control [5 marks]
- c) Describe any five tools for quality control in an organization [5 marks]
- d) Describe any five fundamental automation strategies that can be employed to improve productivity in manufacturing organization [5 marks]
- e) After completing your course, you may not secure a top-level job in any organization immediately, or in the near future. Discuss the importance of studying production and operations management at this point [5 marks]

## QUESTION TWO

- a) Quality of service is judged on the basis of how well it meets the needs of the customer. Briefly explain the fundamental factors affecting the quality of customer service [10 marks]
- b) While the use of the term TQM may have faded, its practices continue. Briefly describe any **Five** benefits that would accrue to an organization that practices TQM [10 marks]

## QUESTION THREE

- a) Explain what ISO 9000 standards are, stating for who and why they were set [3 marks]
- b) Briefly outline other certifications based on the ISO 9000 certification [4 marks]
- c) Describe any five benefits of ISO 9000 certification [5 marks]
- d) Describe the steps involved in ISO 9000 registration [8marks]

## QUESTION FOUR

- a) Describe the term Statistical process control (SPC) [1 mark]
- b) Describe the scope of materials management [10 marks]
- c) Discuss the benefits of standardization to the manufacturing department [5 marks]
- d) Give reasons for keeping inventory in material management [4marks]

### QUESTION FIVE

- a) Automated guided vehicle systems are used in a growing number and variety of applications. Describe the various categories of applications **[8 marks]**
- b) Describe the reasons for automation in any organization **[7 marks]**
- c) Discuss the likely disadvantages of automation **[5 marks]**