



RIARA SCHOOL OF BUSINESS
NURTURING INNOVATORS
SEPTEMBER –DECEMBER 2023 TRIMESTER
EXAMINATION FOR BACHELOR OF BUSINESS ADMINISTRATION
DAY PROGRAMME
RBA 203: PRINCIPLES OF OPERATIONS MANAGEMENT
MARKING SCHEME

DATE: ____ DECEMBER 2023

TIME: 2 HOURS

GENERAL INSTRUCTIONS:

Students are NOT permitted to write on the examination paper during reading time.

This is a closed book examination. Text book/Reference books/notes are not permitted.

SPECIAL INSTRUCTIONS:

1 Write your REGISTRATION NO. Clearly on the answer booklet(s).

2 Answer Question One and ANY other TWO questions.

3 Questions in all sections should be answered in answer booklet(s).

4 Marks allocated to each question are shown at the end of the question.

5 PLEASE start the answer to EACH question on a NEW PAGE.

6 For the questions, write the number of the question on the answer booklet(s) in the order you answered them.

7 Write your answers in paragraph form unless stated otherwise.

8 Keep your phone(s) SWITCHED OFF at the front of the examination room.

9 Keep ALL bags and caps at the front of the examination room and do not refer to any unauthorized material before or during the course of the examination.

10 You are only allowed to leave the examination room 30minutes to the end of the Examination.

SECTION ONE: COMPLUSORY; 30 MARKS

QUESTION ONE

30 MARKS

- a) Discuss **FIVE** strategic factors that impact the selection of plant location **(10 Marks)**
- b) Identify **FIVE** methods by which hotels in Kenya employ aggregate planning to address demand and supply challenges. **(10 Marks)**
- c) Distinguish between job shops, batch processes, line processes, and continuous processes, providing illustrative examples for each. **(10 Marks)**

SECTION TWO: ATTEMPT ANY TWO OTHER QUESTIONS

QUESTION TWO

- a) Classify **FOUR** types of approaches utilized in benchmarking processes **(10 Marks)**
- b) Analyze **FIVE** goals or objectives of plant layout within a production facility **(10 Marks)**

QUESTION THREE

- a) Explore **FIVE** different types of forecasting techniques commonly employed in operations management. **(10 Marks)**
- b) Identify **FIVE** factors that influence product design. **(10 Marks)**

QUESTION FOUR

- a) Evaluate the **FIVE** fundamental components of Material Requirement Planning (MRP I) **(10 Marks)**
- b) Assess any **FIVE** key components of Total Quality Management (TQM) **(10 Marks)**