



RIARA SCHOOL OF BUSINESS
NURTURING INNOVATORS
SEPTEMBER –DECEMBER 2022 TRIMESTER
EXAMINATION FOR BACHELOR OF BUSINESS ADMINISTRATION
DAY / EVENING PROGRAMME
RBA 203 : PRINCIPLES OF OPERATIONS MANAGEMNT
DATE: DECEMBER 2022 **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.

QUESTION ONE

30 MARKS

- a) Identify and explain **FIVE** characteristics of good forecasting **in** operations management **(10 Marks)**
- b) Using a table differentiate between “Make to order” and “assemble to order” using degree of customization, type of inventory, process delivery time and volume **(10 Marks)**
- c) Assess **FIVE** ways in which “Aggregate planning” can be used to modify supply for an effective service function **(10 Marks)**

QUESTION TWO

- a) Describe **FIVE** prominent barriers to effective implementation of benchmarking programs **(10 Marks)**
- b) Examine any **FIVE** basic elements of Total Quality Management **(10 Marks)**

QUESTION THREE

- a) Identify **FIVE** distinguishing features of the intermittent production system in operations management **(10 Marks)**
- b) Evaluate any **FIVE** pertinent factors that influence product design **(10 Marks)**

QUESTION FOUR

- a) Identify the **FIVE** features of Management Resource Planning (MRP I) systems **(10 Marks)**
- b) Analyze **FIVE** objectives of plant layout within a production plant **(10 Marks)**