



Kasarani Campus
Off Thika Road
P. O. Box 49274, 00101
NAIROBI
Westlands Campus
Pamstech House
Woodvale Grove
Tel. 4442212
Fax: 4444175

KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2023/2024 ACADEMIC YEAR
FIRST YEAR, FOURTH SEMESTER EXAMINATION
FOR THE DIPLOMA IN PROCUREMENT AND SUPPLIES MANAGEMENT
DPS 1401: OPERATIONS MANAGEMENT

Date: 6th December 2023

Time: 8:30am-10.30am

INSTRUCTIONS TO CANDIDATES:

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) In the last two decades, Fitz the Operations Director has witnessed many rapid changes in field of Operations Management. Discuss emerging trends that Fitz has likely witnessed in Operations Management (8 Marks)
- b) IBM is changing the role of operations Management to that of a strategic function within the organization. Discuss in detail FOUR importance of Operations Management to IBM (8 Marks)
- c) Enugu Ltd, is pursuing the benefits of creating a business environment with streamlined operations. Discuss the potential benefits that Enugu will benefit from a streamlined and efficient operations management process (8 Marks)
- d) Discuss the benefits that Enugu can expect by implementing a streamlined and efficient operations management (6 Marks)

QUESTION TWO (20 MARKS)

- a) Kingsways is entering into a contract for contract manufacturing of their anti acidity medicines with a contract manufacturer in India. Discuss the elements of a good contract that Kingsway must sign with their supplier (8 Marks)
- b) Mr Enugu has an appointment to discuss with his colleagues the topic of Materials Management within their organization, Explain the objectives of Materials Management that Mr Egugu needs to discuss with her colleagues (8 Marks)
- c) Explain FOUR Limitations of Contractual relationship that Mr Enugu will experience with his suppliers (4 Marks)

QUESTION THREE (20 MARKS)

- a) Rita the Commercial Director would like to present the benefits of developing an effective product idea to his marketing team. Discuss FOUR benefits of developing an effective product idea that Rita should discuss with the team (8 Marks)
- b) Rita wants to deploy ICT in the development of a new product. Discuss benefits that deployment of ICT can bring to her project management outcomes (8 Marks)
- c) Discuss the advantages that Rita will have in entering into a contractual relationship with her ICT supplier (4 Marks)

QUESTION FOUR (20 MARKS)

- a) Martha the New Product Development is reviewing Product layout in the Plant. Discuss ways in which Product layout is suitable (8 Marks)
- b) Martha is reviewing some principles to use in the design of her new plant layout. Discuss EIGHT principles of plant lay out that Martha should consider (8 marks)
- c) Discuss steps in a Contractual relationship that Martha must engage to have a valid contractual relationship with her suppliers (4 Marks)

QUESTION FIVE (20 MARKS)

- a) Instant Tea Manufacturers have suffered several plant break downs in the recent past due to poor maintenance of the plant. Discuss FOUR types Of Plant Maintenance that Mr John the Plant Manager should immediately employ to bring the production at the plant back to normal (8Marks)
- b) Maintaining detailed records of an equipment maintenance can minimize the risk of having unscheduled downtime of the plant. Discuss EIGHT features that many operators may look for features (8 Marks)
- c) Discuss in detail the problems a breakdown in a production plant creates (4 Marks)