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**KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2016/2017 ACADEMIC YEAR
SECOND YEAR, SECOND SEMESTER EXAMINATION
FOR THE DEGREE OF BACHELOR OF SCIENCE
(BUSINESS ADMINISTRATION)**

Date: 12th August, 2016.
Time: 3.30pm – 5.30pm

KBA 202 - PRODUCTION AND OPERATIONS MANAGEMENT

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Discuss the Elements of a good forecast. (8 Marks)
- b) Define Production and Operations Management and highlight its objectives. (12 marks)
- c) Discuss the Operation Mix (5ps) of Production and Operations Management. (10 Marks)

QUESTION TWO (20 MARKS)

- a) Identify some of the current trends in operation management and relate them to recent news items or to personal experience. (15 Marks)
- b) Name some of the main advantages and disadvantages of standardization. (5 Marks)

QUESTION THREE (20 MARKS)

- a) Outline the stages of Product Development. (10 Marks)
- b) Explain why Forecasting is important to an Organization. (10 Marks)

QUESTION FOUR (20 MARKS)

- a) Outline the necessary steps in forecasting. (10 Marks)
- b) Discuss the advantages and disadvantages of Process Layout. (10 Marks)

QUESTION FIVE (20 MARKS)

Discuss the principles of Material Handling.