



UNIVERSITY COLLEGE TATI (UC TATI)

FINAL EXAMINATION QUESTION BOOKLET

COURSE CODE	: DTG 2053
COURSE	: OPERATION MANAGEMENT
SEMESTER/SESSION	: 1-2023/2024
DURATION	: 3 HOURS

Instructions:

1. This booklet contains 5 questions. Answer ALL questions.
2. All answers should be written in answer booklet.
3. Write legibly and draw sketches wherever required.
4. If in doubt, raise your hands and ask invigilator.

DO NOT OPEN THIS BOOKLET UNTIL YOU ARE TOLD TO DO SO
THIS BOOKLET CONTAINS 3 PRINTED PAGES INCLUDING COVER PAGE

OPERATION MANAGEMENT (DTG 2053)

QUESTION 1

- a) Define the term operations management. (3 marks)
- b) Explain **FIVE (5)** importance of operations management in organizations. (10 marks)
- c) Explain any **FOUR (4)** current trends that impact operations management. (8 marks)
- d) Competitiveness refers to an organization's ability to outperform its competitors and achieve superior performance in the marketplace. It is crucial for organizations to remain competitive to sustain long-term success.
Discuss **TWO (2)** strategies contribute to organizational competitiveness (4 marks)

QUESTION 2

- a) Explain **FIVE (5)** elements of a good forecast. (10 marks)
- b) Illustrate **FIVE (5)** importance of capacity planning. (10 marks)
- c) List **THREE (3)** factors that determine the effective capacity. (3 marks)
- d) State **THREE (3)** forecasting techniques (3 marks)

QUESTION 3

- a) Product and service design plays a crucial role in the success and sustainability of businesses in today's competitive environment.
Illustrate **FIVE (5)** importance of product and survive design. (10 marks)

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- b) Discuss the relationship between product and service design and business profitability. (2 marks)
- c) Inventory management is a science primarily about specifying the shape and placement of stocked goods.
Explain **FOUR (4)** main requirements for effective inventory management. (8 marks)
- d) Discuss **THREE (3)** assumptions of an Economic Order Quantity (EOQ) models (6 marks)

QUESTION 4

- a) Discuss **FOUR (4)** reasons for need for location decision (8 marks)
- b) Making location decisions involves a systematic approach to determine the most suitable location for a business, event, or any other activity.
Discuss the procedure to choose the best location. (6 marks)

QUESTION 5

- a) Discuss **THREE (3)** importance of production scheduling and control in managing operations. (9 marks)

-----End of question-----

