

3304

2903/302

2922/302

OPERATIONS MANAGEMENT

November 2021

Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

BUSINESS SINGLE AND GROUP CERTIFICATE EXAMINATIONS
STAGE III

DIPLOMA IN SUPPLY CHAIN MANAGEMENT
DIPLOMA IN PROJECT MANAGEMENT

MODULE III

OPERATIONS MANAGEMENT

3 hours

INSTRUCTIONS TO CANDIDATES

This paper consists of SEVEN questions.

Answer any FIVE questions in the answer booklet provided.

All questions carry equal marks.

Candidates should answer the questions in English.

This paper consists of 2 printed pages.

Candidates should check the question paper to ascertain that all the pages are printed as indicated and that no questions are missing.

1. (a) Outline five similarities between manufacturing operations and service operations. (10 marks)
- (b) Explain five challenges that may be faced by an organization in developing a new product. (10 marks)
2. (a) Explain six factors that an organisation should consider when planning for production materials. (12 marks)
- (b) Outline four reasons that may make a manufacturing firm reluctant to adopt the job production system. (8 marks)
3. (a) Plant breakdowns may lead to certain negative consequences. Highlight five such consequences. (10 marks)
- (b) Outline five circumstances under which line plant layout may be appropriate in a manufacturing firm. (10 marks)
4. (a) Describe the steps involved in a benchmarking process. (10 marks)
- (b) Explain five benefits of adopting computerised purchasing in an organization. (10 marks)
5. (a) Highlight five factors considered when screening an idea in the development of a new product. (10 marks)
- (b) Sometimes an organization may face difficulties in matching production capacity to demand due to instability of demand. Outline five causes of such instability. (10 marks)
6. (a) Explain four characteristics of project production system. (8 marks)
- (b) The cost of plant and equipment maintenance at Ukweli Manufacturers has been on an upward trend over the past few years. Explain the measures that the management may take to reverse this trend. (12 marks)
7. (a) Outline five ways in which an efficient plant layout reduces manufacturing costs. (10 marks)
- (b) Explain five disadvantages of using Computer Aided Design (CAD) in product design. (10 marks)

THIS IS THE LAST PRINTED PAGE.