Scott Christian UNIVERSITY

# SCHOOL OF PROFESSIONAL STUDIES

## BACHELOR OF BUSINESS INFORMATION TECHNOLOGY

## UNIT CODE/NAME: BBIT 315: OPERATIONS MANAGEMENT

**September- December 2019/2020 End Semester Exam - Time: 2 Hours**

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**Instructions: Answer Question ONE (Compulsory) and any other TWO questions.**

### QUESTION ONE

a) Analyze the concept of management **(10 Marks)**
b) With the aid of a diagram, illustration the general model of an operation system **(10 Marks)**
c) Explain three characteristics of a good operations manager **(10 Marks)**

### QUESTION TWO

a) Highlight three benefits of production management **(6 Marks).**
b) Explain three difference between manufacturing and service productions **(9 Marks)**

### QUESTION THREE

a) Demonstrate the life-cycle of a product in the context of competitive market **(15 Marks).**

### QUESTION FOUR

a) Discuss three catalysts of capacity planning **(9 Marks)**
b) Explain two types of a production process **(6 Marks).**

### QUESTION FIVE

a) Discuss three obstacles of quality assurance in Kenyan public operations **(9 Marks)**
b) Explain the significance of inventory planning **(6 Marks).**