

Uva Wellassa University
Faculty of Management

Degree of Bachelor of Business Management in Entrepreneurship and Management
THIRD YEAR FIRST SEMESTER EXAMINATION – MAY/JULY 2017
EMG 372-2 Operations Management



Instructions to candidates:

- No. of pages : Three (03)
No. of questions : Five (05) Essay
Time allocation : Two (02) hours
Marks allocation : 100 Marks
Answer any four (04) questions.

01. An area of management concerned with overseeing, designing and controlling the process of production and redesigning business operations in the production of goods or service is called as Operations Management.

- i) Briefly explain the historical development of Operations Management. (10 Marks)
ii) Briefly explain three (03) Operations Management activities. (15 Marks)

(Total Marks 25)

02. Quality products or service earn benefits to the organization.

- i) Provide a definition for "Quality". (03Marks)
ii) Briefly explain five (05) product quality dimensions. (10 Marks)
iii) Explain four (04) benefits of better quality. (12 Marks)

(Total Marks 25)



3) Inventory refers as material held in an idle or incomplete state awaiting future sale, use or transformation.

i) What is meant by Inventory Management? (03 Marks)

ii) Briefly explain three (03) objectives of Inventory Management. (06 Marks)

iii) Differentiate the followings.

a) Anticipation Stock and Safety Stock

b) Pipeline Stock and Psychic Stock

c) Periodic System and Perpetual System

(3 × 3 = 09 Marks)

iv) Describe two (02) inventory control problems associated with Inventory Management.

(07 Marks)

(Total Marks 25)

04) Forecast is a statement about the future value of a variable of interest and it affects decisions and activities of the organization.

i) Briefly discuss the types of information need for making forecasts. Give examples for each.

(07 Marks)

ii) Differentiate Judgmental forecasts from Time Series forecasts.

(10 Marks)

iii) Briefly explain four (04) factors to be considered when selecting the forecasting technique.

(08 Marks)

(Total Marks 25)

05) Organizations involve with Capacity Planning due to many reasons.

- i) Explain four (04) reasons for Capacity Planning. (10 Marks)
- ii) Briefly explain the Capacity Planning Process with an example. (07 Marks)
- iii) Describe two (02) challenges of Capacity Planning (08 Marks)

(Total Marks 25)

