

HTE 262-2 Operations Management**Part C- Eassay questions**

Answer any two (02) questions.

Marks allocated : Forty marks (40)

- 1) a) Briefly explain capacity planning process. (10 Marks)
- b) Explain two (02) reasons for make or buy decisions. (04 Marks)
- c) “ Location decision represent a key part of the startegic planning process.” Briefly expalin the statement. (06 Marks)
- (Total Marks 20)
- 2) a) “Job design contains two elements as efficiency approach and behavioral approach.” Explain behavioral approaches to job design. (09 Marks)
- b) Describe the following concepts.
- i. Job specialization (02 Marks)
- ii. Employee motivation (02 Marks)
- iii. Compensation (02 Marks)
- c) Explain three (03) benefits of good quality. (05 Marks)
- (Total Marks 20)
- 3) a) Differentiate “ Job shop” and “ Batch” process. (03 Marks)
- b) Decribe three (03) disadvantages of product layouts. (09 Marks)
- c) Expalin four (04) determinants of effective capacity. (08 Marks)
- (Total Marks 20)

