

Uva Wellassa University

Faculty of Management

Degree of Bachelor of Business Management in Hospitality, Tourism and Events
Management

2nd YEAR 2nd SEMESTER EXAMINATION – SEPTEMBER / OCTOBER 2013

HTE 262-2 Operations Management



Part C- Eassay questions

Answer any two questions.

Marks allocated : Fifty marks (50)



- 1) a) What is an "Inventory"? (03 marks)
 - b) Describe the types of inventories. (12 marks)
 - c) Describe the inventory flow cycle. (10 marks)
- (Total marks 25)

- 2) *"Work design involves job design, work measurement, the establishment of time standards, worker motivation and compensation."*

You are required to define the followings,

- a) Job design (05 marks)
 - b) Job enlargement (05 marks)
 - c) Job rotation (05 marks)
 - d) Job enrichment (05 marks)
 - e) Compensation (05 marks)
- (Total marks 25)
- 3) a) Describe four stages of product or service life cycle. (12 marks)
 - b) What is "KANO model"? (07 marks)
 - c) "Capacity decisions are strategies" Describe. (06 marks)
- (Total marks 25)