

Uva Wellassa University

Faculty of Management

Degree of Bachelor of Business Management in Entrepreneurship and Management

THIRD YEAR FIRST SEMESTER EXAMINATION – JANUARY/FEBRUARY 2016

EMG 372-2 Operations Management



Instructions to candidates:

No. of pages : Two (02)
No. of questions : Five (05)
Time allocation : Two (02) hours
Marks allocation : 100 Marks

Answer only four (04) questions

01. "The reason why quality has gained a prominence is that organizations have gained an understanding of the high cost of poor quality. Quality affects all aspects of the organization and has dramatic cost implications".

i) Explain the five (05) main components of "House of Quality" Matrix.

(10 Marks)

ii) Discuss five (05) principles of Total Quality Management (TQM) by emphasizing how they contribute to reduce the cost of the organization.

(15 Marks)

(Total Marks 25)

02. "Capacity Planning is the process of determining the production capacity needed by an organization to meet changing demands for its products".

i) Explain the importance of "Capacity Planning" for an organization.

(08 Marks)

ii) Explain the major challenges faced by an organization for "Capacity planning".

(08 Marks)

iii) Briefly explain the "Capacity Planning Process" with an example.

(09 Marks)

(Total Marks 25)

03.

- i) Explain the difference between the terms "Production Management" and "Operations Management". (05 Marks)
- ii) Discuss the importance of "forecasting" for an organization. (10 Marks)
- iii) Briefly explain the factors to be considered to select the time series method as one of the forecasting techniques. (10 Marks)

(Total Marks 25)

04.

- i) Differentiate the term "Intermittent Operations" from "Continuous Operations". (05 Marks)
- ii) Explain the steps in "Product Design". (10 Marks)
- iii) Explain the term "Concurrent Engineering" and its importance for an organization. (10 Marks)

(Total Marks 25)

05.

- i) Differentiate "Random Variation" of a process from "Assignable variation". (05 Marks)
- ii) Write short notes on any **four (04)** of the following topics
 - a) Lean Manufacturing
 - b) Just in Time
 - c) Service design
 - d) Division of labour
 - e) Product life cycle
 - f) Vertical integration

(20 Marks)

(Total Marks 25)

