



**NATIONAL OPEN UNIVERSITY OF NIGERIA**  
Plot 91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi – Abuja  
**FACULTY OF MANAGEMENT SCIENCES**  
**DEPARTMENT OF ADMINISTRATION**  
**EXAMINATION QUESTIONS**  
**2021\_2 EXAMINATION**

**COURSE CODE: MBA 801**

**COURSE TITLE: OPERATIONS MANAGEMENT**

**CREDIT UNITS: 3**

**INSTRUCTION:**

1. Indicate your Matriculation Number clearly
2. Attempt question one (1) and any other three (3) questions – four questions in all
3. Question one (1) is compulsory and carries 25marks, while the other questions carry 15marks each.
4. Present all your points in coherent and orderly Manner

**TIME ALLOWED: 3Hrs**

**QUESTION ONE**

- (a) During the industrial revolution, the average worker was just a part of production with narrow specialized skill. We still see factories today that uses mostly workers with specialized skills. What is the feature of a job with a high degree of specialisation? **15 marks**
- (b) State the advantages a firm has in having a production set-up that requires and employs mostly specialized workforce. **10 marks**

**QUESTION TWO**

- (a) Trace the link between a production or operations management strategy and the firm's overall corporate strategy. **7 marks**
- (b) What characteristics of the consumers do firms normally use to identify the boundaries of the market segments that it should serve? **8 marks**

**QUESTION THREE**

- (a) Choosing a process that best supports a firm's strategy is one of the first decisions a production manager makes. Identify the five process types, and discuss them. **7.5 marks**
- (b) When should a process decision be made? **7.5 marks**

**QUESTION FOUR**

- (a) Discuss the role of technology in business management. **7 MARKS**
- (b) Discuss the components of information technology. **8 marks**

**QUESTION FIVE**

The type of relations maintained with suppliers can affect the quality, delivery and price of a firm's products and services. Discuss two major types of relationships a firm may develop with its suppliers.

**QUESTIONS SIX**

- (a) What is vertical integration? **7 marks**
- (b) What is the advantages that vertical integration bring to a manufacturing firm? **8 marks**