



OPEN UNIVERSITY OF NIGERIA

Plot 91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi – Abuja

FACULTY OF MANAGEMENT SCIENCES

2018 EXAMINATION

COURSE CODE: MBA 801

COURSE TITLE: Production and Operations Management

CREDIT UNIT: 3

INSTRUCTION: 1. Indicate your Matriculation Number clearly

2. Attempt Question one (1) and any other three (3) Questions.

3. Question one (1) is compulsory and carries 25 marks

While the other questions carry 15 marks each

4. Present all your points in coherent and orderly manner.

TIME ALLOWED: 2½ Hours

- 1a. Define the term production/operations management (POM) -5marks:
- 1b. Discuss the historical evolution of Production and Operations Management – 10marks
- 1c. List and discuss any five (5) factors for a site- selection - 10 marks

- 2a. Define the term Forecasting in POM and List any three (3) major importance – 5
- 2b. (i) What is the major contrast between the Qualitative and Quantitative methods of forecasting? - 4 marks
(ii).List any three (3) techniques used in each of the Subjective/Qualitative and Objective/Quantitative Methods of Forecasting. 6- marks

- 3a. Define Operations Strategy. 5marks
- 3b. Discuss the three corporate strategy set by management via the strategic alternatives. 10marks.

- 4a. Explain the five (5) basic steps in the acquisition process. -10marks

- 4b. Explain the three (3) main stages of Research and Development (R&D) - 5 marks

- 5a. Define the nature of supply-chain management for both manufacturers and service providers – 5 marks

- 5b. Define the terms “Process” and “Process Management” and briefly explain the five main

process decisions a manager must make in order to align with the corporate flow strategy.

10 marks.

- 6a. Identify the three major functional areas of organizations and describe how they interrelate 10marks
- 6b. List any five (5) important differences between manufacturing and service operations.
5marks