



NATIONAL OPEN UNIVERSITY OF NIGERIA
PLOT 91, CADASTRAL ZONE, NNAMDI AZIKIWE EXPRESSWAY, JABI, ABUJA
FACULTY OF MANAGEMENT SCIENCES
2023_1 POP EXAMINATION

COURSE CODE: MBA801 **CREDIT UNIT: 3**

COURSE TITLE: PRODUCTION AND OPERATIONS MANAGEMENT

TIME ALLOWED: 2½ Hours

INSTRUCTIONS:

- 1. Attempt question Number one (1) and any other three (3).**
- 2. Question number 1 is compulsory and carries 25 marks, while the other questions carry 15 marks each**
- 3. Present all your points in coherent and orderly manner**

1a. Discuss basic human needs identified by Maslow in an ascending order. 10marks

b. What is the major contrast between the Qualitative and Quantitative methods of Forecasting? 5marks

c. Discuss five phases of Project Life Cycle 10marks

2a. Discuss the importance of a work breakdown structure in project management 8marks

b. List seven (7) important benefits of JIT Systems? 7marks

3. Discuss the historical evolution of Production and Operations Management. 15marks

4a. Operations managers usually consider five common process decisions. Discuss? 10marks

b. Define the term production/operations management (POM). 5marks

5a. Discuss briefly four basic steps of graphic analysis. 10marks

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