



NATIONAL OPEN UNIVERSITY OF NIGERIA
14/16, AHMADU BELLO WAY, VICTORIA ISLAND, LAGOS
SCHOOL OF MANAGEMENT SCIENCES
MARCH 2014 EXAMINATION

Course Code: MBA 801

Credit Units: 3

Course Title: Production and Operations Management

Time Allowed: 2½ Hours.

Instructions:

- 1. Attempt Question 1 and any other three (3) Questions.**
- 2. Question 1 is compulsory and carries 25 marks while the other 3 Questions carry 15 marks each.**
- 3. Show all your calculations for appropriate marks.**

Question

1a. Define the term production/operations management (POM)

b. Describe the two basic approaches to job design

c. Discuss the stages of the research and development (R & D), and how firms use R & D to create and apply new technology.

Question

2a. Define Operations Strategy

b. Discuss three corporate strategy set by management via strategic alternatives.

c. What determines the choice of the competitive priorities that a company should emphasize?

Question

3a. Discuss five basic steps in the acquisition process

b. Suppose a restaurant uses an average of 50 jars of a special sauce each week. Weekly

usage of sauce has a standard deviation of 3 jars. The manager is willing to accept no

more than a 10 percent risk of a stock-out during lead time, which is two weeks. Assume

the distribution of usage is normal.

(a) Which of the above formulas is appropriate for this situation? Why?

(b) Determine the value of Z

(c) Determine the ROP

Question

4a. Discuss five basic options available for altering the capacity (or supply) or production.

b. Compare and contrast two main classes of forecasting methods.

Question

5. Discuss how process choice implements flow strategy and how the five choices differ.

Question

- 6a.** Identify the three major functional areas of organizations and describe how they interrelate.
- b.** List five important differences between manufacturing and service operations.