



NATIONAL OPEN UNIVERSITY OF NIGERIA
PLOT 91, CADASTRAL ZONE, NNAMDI AZIKIWE EXPRESS WAY, JABI – ABUJA
FACULTY OF MANAGEMENT SCIENCES
DEPARTMENT OF BUSINESS ADMINISTRATION
2020_2 EXAMINATION

COURSE CODE: BUS801

CREDIT UNIT: 2

COURSE TITLE: OPERATIONS MANAGEMENT

TIME ALLOWED: 2HRS

INSTRUCTIONS:

- 1. Attempt Question One (1) and any other two (2) questions**
 - 2. Question 1 carries 30 marks, while the other questions carry 20 marks each.**
 - 3. Present all points in coherent and orderly manner**
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1a. Distinguish among the various tools for improving quality and explain how each should be used. **10Marks**

1b. Define quality from the customer's perspective and discuss multiple dimensions in the mind of the consumer. **10Marks**

1c. 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.

i. Determine the value of Z **5Marks**

ii. Determine the ROP **5Marks**

2a. Discuss Standard Time as Management Tool and Compare time study methods. **12Marks**

2b. A team of workers makes 400 units of a product, which is sold in the market for #10 each. The accounting department reports that for this job the actual costs are #400 for labor, #1,000 for materials, and #300 for overhead. What is the multifactor productivity? **8Marks**

3a. Discuss the behavioral aspects of projects in terms of nature of projects, project manager and Merits and De-merits of Working on Projects. **10Marks**

3b. List and briefly describe four (4) building blocks of JIT. **10Marks**

4a. Explain the characteristics and components of linear programming model. **10Marks**

4b. List and Describe four basic demand options **10Marks**

5a. Describe the five basic steps in the acquisition process. **10Marks**

5b. Discuss four sub technologies Components of Information Technology. **10Marks**