



NATIONAL OPEN UNIVERSITY OF NIGERIA
14-16 AHMADU BELLO WAY, VICTORIA ISLAND LAGOS
SCHOOL OF MANAGEMENT SCIENCES
MARCH/APRIL 2015 EXAMINATION

Course Code: BUS801

Credit Units: 2.

Course Title: Production and Operations Management

Time Allowed: 2 Hours.

INSTRUCTIONS: Attempt question 1 and any other 2 questions of your choice; Question 1 carries 30 marks while the other carries 20 marks each. Show all your calculations for appropriate marks

1a. Define the term production/operations management (POM) 5marks

1b. Describe the two basic approaches to job design 10marks

1c. Discuss the stages of the research and development (R & D), and how firms use R & D to create and apply new technology. 15marks

2a. Define Operations Strategy 5marks

2b. Discuss three corporate strategy set by management via strategic alternatives. 9marks

2c. What determines the choice of the competitive priorities that a company should emphasize? 6marks

3a. Discuss types and effects of Supplier Relations. 10marks

3b. Discuss five basic steps in the acquisition process. 10marks

4a. Discuss five basic options available for altering the capacity supply or production. 10marks

4b. Compare and contrast two main classes of forecasting methods. 10marks

5. Discuss how process choice implements flow strategy and how the five choices differ. 20marks