



**NATIONAL OPEN UNIVERSITY OF NIGERIA**  
**14-16 AHMADU BELLO WAY, VICTORIA ISLAND LAGOS**  
**SCHOOL OF MANAGEMENT SCIENCES**  
**MAY/JUNE 2012 EXAMINATION**

ENT 420 Production Management II  
Time Allowed: 2 Hours

Instruction: Attempt any three (3) questions of your choice. Each question carries 23.3 marks. Present your answers legibly and logically using relevant examples.

1. (a) What are the main features and objectives of material management? [8 marks]  
  
(b) Needle (1999) is of the view that material management has two-fold importance. Discuss them. [4 marks]  
  
(c) Mention and explain the areas covered by a research policy. [8 marks]  
  
(d) Differentiate between fundamental and applied research. [3.3 marks]
2. (a) "Quality has costs associated with it". Discuss. [6 marks]  
  
(b) Explain Total Quality Management. [3.3 marks]  
  
(c) Highlight the main features of Total Quality Management. [5 marks]  
  
(d) Total Quality Management has been subjected to a series of criticism. What are they?  
[9 marks]
3. (a) Identify and discuss the guidelines for a good layout for small business. [12 marks]  
  
(b) Enumerate and explain the factors that will influence the choice of a small business location. [11.3 marks]
4. (a) What is a report? [2.3 marks]

(b) Highlight the features of a good report. [11 marks]

(c) Differentiate between batch and process costing. [4 marks]

(d) Highlight six rules for drawing networks. [6 marks]

5. (a) What are finished goods inventory, and what are the reasons for holding them?

[5.3 marks]

(b) "No two parts of products are exactly the same". Discuss. [8 marks]

(c) Write short notes on the following:

- (i) Robotics
- (ii) Design
- (iii) Weighted Average Price
- (iv) Unoccupied time
- (v) Pareto Charts or Analysis [2 marks each = 10 marks]