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# KIBABII UNIVERSITY



## UNIVERSITY EXAMINATIONS

**2020/2021 ACADEMIC YEAR  
FOURTH YEAR FIRST SEMESTER  
MAIN EXAMINATION**

**FOR THE DEGREE OF BACHELOR OF COMMERCE  
COURSE CODE: BCP 451:  
COURSE TITLE: OPOERATIONS MANAGEMENT IN SUPPLY CHAIN  
DATE: 03/08/2021 TIME: 9.00AM-11.00AM**

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### INSTRUCTION TO CANDIDATES

- 1) The paper contains FIVE questions
- 2) Attempt THREE questions
- 3) Question ONE is Compulsory

TIME: 2 Hours

KIBU observes ZERO tolerance to examination cheating

**QUESTION ONE (COMPULSORY) – 30 MARKS**

- a) Explain the disadvantages of using just-in-time technique in a manufacturing supply chain. [8 Marks]
- b) Discuss the key steps in capacity planning process in supply chain management. [8 Marks]
- c) Describe the various production systems in managing a manufacturing supply chain. [8 Marks]
- d) Demonstrate your understanding of the objectives of material management in any organization. [6 Marks]

**QUESTION TWO – 20 MARKS**

- a) “Purchasing plays a role in enhancing production as well as reducing the cost of the final product.” Discuss [10 Marks]
- b) ERP is an enterprise-wide information system that integrates all the information from many functions needed for planning and controlling operations activities; where this integration around a common database allows for transparency. Explain how ERP systems are developed and implemented in organizations. [10 Marks]

**QUESTION THREE – 20 MARKS**

- a) Lean synchronization is an approach to operations which tries to meet demand instantaneously with perfect quality and no waste. In this regard, examine how lean synchronization applies throughout the supply network and how lean synchronization compare with other approaches. [10 Marks]
- b) Supply chain management is a broad concept which includes the management of the entire supply chain from the supplier of raw material to the end customer. Establish how the relationship between operations in a supply chain can affect the way it works. [10 Marks]

**QUESTION FOUR – 20 MARKS**

- a) Either by the availability of its input resources or by the output which is produced. If it is difficult to aggregate the different types of output from an operation, input measures are usually preferred. In light of this, describe the ways of coping with demand fluctuation. [10 Marks]
- b) Planning and control is the reconciliation of the potential of the operation to supply products and services, and the demands of its customers on the operation. It is the set of day-today activities that run the operation on an ongoing basis. Present a case on how supply and demand affect planning and control. [10 Marks]

**QUESTION FIVE – 20 MARKS**

- a) Human resources are any organizations’ and therefore any operations’, greatest asset. Often, most ‘human resources’ are to be found in the operations function. Discuss the influences of designing jobs for operations in supply chain organizations. [10 Marks]
- b) Process technologies can also be classified according to the transformed resources that they process, namely material-processing technologies, information-processing technologies and customer-processing technologies. Demonstrate your understanding on how are process technologies evaluated and implemented. [10 Marks]