



**UNIVERSITY EXAMINATIONS
MAIN EXAMS**

2021/2022 ACADEMIC YEAR

FIRST YEAR SECOND SEMESTER

**FOR THE DEGREE OF MASTER OF BUSINESS
ADMINISTRATION**

COURSE CODE: MBA 813

**COURSE TITLE: TECHNOLOGY AND OPERATIONS
MANAGEMENT**

DATE: 05/10/2022

TIME: 9.00 AM-12.00 PM

INSTRUCTIONS TO CANDIDATES

- 1) Answer Question **ONE**(Compulsory) and **ANY OTHER THREE** Questions
 - 2) Candidates must hand in their answer booklets to the invigilator while in the examination room
 - 3) Credit is given for legibility, clarity and use of relevant examples
 - 4) Question **ONE** is **40 marks** while Questions **2-5** carry **20 marks** each
 - 5) Clearly write your **Registration Number** on each answer sheet used
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TIME: 3 Hours

KIBU observes ZERO tolerance to examination cheating

QUESTIONS : SECTION A

QUESTION ONE

- a) Explain any Two information required for cross-sectional inter-dependence in a business entity **(10 marks)**
- b) According to CIPS (2012), the question of managing and controlling inventories or stocks arise only when the company holds inventories. Explain five reasons why an inventory manager would hold inventory **(10 marks)**
- c) Compare the service and manufacturing sectors based on their similarities **(10 marks)**
- d) Explain the operation management input -output transformation process **(10 marks)**

QUESTIONS : SECTION B

QUESTION TWO

The General Manager of Nakumatt Holding has asked you to put up an inventory forecasting policy. He seems not to understand the various inventory demand forecasting techniques. Discuss the following in light of the General Manager's request

- a) Delphi Approach **(7 marks)**
- b) Expert Opinion **(7 marks)**
- c) Consumer Analysis **(6 marks)**

QUESTION THREE

- a) Explain Five reasons why an operations manager would need to be familiar with supply chain management **(10 marks)**
- b) Briefly explain Five benefits of practicing supply chain management in a manufacturing organization **(10 marks)**

QUESTION FOUR

The Storage System must always justify itself in terms of investment and operating expense, by providing an adequate level of performance.

- a) Discuss Five Storage System Performance Indicators **(10 marks)**

b) Briefly describe today's operation management giving examples where necessary

(10 marks)

QUESTION FIVE

a) Briefly explain any Two Technologies used tracking inventory levels in business today

(10 marks)

b) Discuss any five basic tools of quality control used in manufacturing companies according to Ishikawa

(10 Marks)