



**UNIVERSITY EXAMINATIONS  
BCP 451 E- MAIN EXAMS**

**2022/2023 ACADEMIC YEAR**

**FOURTH YEAR FIRST SEMESTER**

**FOR THE DEGREE OF BACHELOR OF COMMERCE**

**COURSE CODE: BCP 451 E**

**COURSE TITLE: OPERATIONS MANAGEMENT IN SUPPLY CHAIN**

**DATE: 21/04/2023**

**TIME: 9:00-11:00AM**

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**INSTRUCTIONS TO CANDIDATES**

Answer Question **ONE** (compulsory) and **ANY OTHER TWO** Questions

Candidates must hand in their answer booklets to the invigilator while in the examination room

Credit is given for eligibility, clarity and relevant examples

Question **ONE** is **30 marks** while Questions **2-5** carry **20 marks** each.

Clearly write your **Registration Number** on each answer sheet used

**TIME 2 Hours**

**KIBU** observes **ZERO** tolerance to examination cheating

## QUESTION SECTION A

### QUESTION ONE - CASE STUDY-COMPULSORY.

Globalization has had impact on how operations manager works to improve efficiency and effectiveness. The operations manager must work closely with other functional areas to ensure that waste is minimized and the organization gains competitive advantage. Specifically the operations manager must closely monitor the external environment to ensure that new innovations are taken care of.

#### QUESTION ONE

- i) From the above statement examine some of the factors that leads to the requirement for a new type of operations manager in global manufacturing and service organizations **(10 marks).**
- ii) Outline some of the competitive strategies the operations manager is likely to use **(5 marks).**
- iii). Explain the responsibilities of the operations manager **(5marks).**
- iv). Evaluate some of the functional areas that operations manager has to work within an organization **(10 marks).**

#### SECTION B

#### QUESTION TWO

- i) Evaluate the key performance objectives of operations management **(10 marks)**
- ii) Examine some of the major wastes that operations manager has to deal with **(10 marks)**

#### QUESTION THREE

- i) Demonstrate your understanding of factors affecting facility location decisions **(10 marks).**
- ii) Identify the four main differences between goods and services and explain the implications for operations management **(10marks).**

#### QUESTION FOUR

- i) Define capacity and explain some methods that can be used to increase available capacity in an organization **(10 marks).**
- ii) With the aid of a diagram explain input-transformation-out model of a company of your choice **(10 marks).**

#### QUESTION FIVE

- i) Examine some of the issues involved in designing environmentally acceptable products and services **(10marks).**
- ii) Justify the application of outsourcing approach based on core competency concept **(10 marks).**