

WEDNESDAY: 7 December 2022. Morning paper

Time Allowed: 3 hours.

Answer ALL questions. Marks allocated to each question are shown at the end of the question. DO NOT write anything on this paper.

SECTION A

QUESTION ONE

- (a) Outline FIVE characteristics of an efficient operations management system. (5 marks)
- (b) Highlight FIVE steps involved in formulating an operations management strategy. (5 marks)
- (c) Identify FIVE benefits of operations planning and control. (5 marks)
- (d) State FIVE advantages of effective customer relationship management. (6 marks)

(Total: 20 marks)

QUESTION TWO

- (a) Describe FIVE steps of making an operation management decision. (10 marks)
- (b) Explain FIVE ways product and service design can increase supply chain agility. (10 marks)

(Total: 20 marks)

QUESTION THREE

- (a) Discuss FIVE methods of evaluating alternatives for facility location and layout. (10 marks)
- (b) Explain FIVE steps the operations manager may undertake during production planning and control. (10 marks)

(Total: 20 marks)

SECTION C

QUESTION FOUR

Read the case study below and answer the questions that follow.

VIGO LTD

Vigo Ltd is a renowned manufacturing firm that deals in office stationery products such as; letterheads, photocopying papers, writing papers, pens, and pencils, among others. The company has been in operation for the past five years and boasts of owning a 45% market share in the region, served by its ten branches. The management has embarked on a vigorous plan to ensure the long-term sustainability of the firm by formulating the following key action points to be realized in the next five years:

- i. Adopt a more efficient quality technique to reduce manufacturing waste from 6% to 3 %.
- ii. Institute a sound maintenance management process for all machines and equipment used during manufacturing.
- iii. Undertake punctilious benchmarking exercises with leading manufacturing firms in the same space.

iv. Embrace tenable renewable sources of energy in manufacturing in a bid to preserve the environment.

Required:

- (a) Describe FIVE quality management techniques Vigo Ltd can adopt to actualize manufacturing waste reduction from 6% to 3%. (10 marks)
- (b) Advise Vigo on FIVE consequences of poorly maintained machinery and equipment. (10 marks)
- (c) Explain FIVE ways Vigo Ltd may address gaps arising from any benchmarking exercise. (10 marks)
- (d) Describe FIVE benefits Vigo Ltd may accrue from adopting sustainable renewable energy sources in manufacturing. (10 marks)

(Total: 40 marks)

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