



FINAL
Examination Paper
(COVER PAGE)

Session : April 2014

Programme : Diploma In Business (DIB)

Course : MGT 2100 : Operations Management

Date of Examination : July 26, 2014

Time : 8:00am – 10:00am Reading Time: Nil

Duration : 2 Hours

Special Instructions :

Answer any **FOUR (4)** questions.

Materials permitted : Nil

Materials provided : Nil

Examiner (s) : Ms. Barbarawati Richard, Lim Ghee Hean.

Moderator : Mr. Anthony Vaz

This paper consists of 3 printed pages, including the cover page.

INTI INTERNATIONAL COLLEGE SUBANG

DIPLOMA IN BUSINESS PROGRAMME (DIB)

MGT2100: OPERATIONS MANAGEMENT
FINAL EXAMINATION: APRIL 2014 SESSION

Instructions: This paper consists of **SIX (6)** questions. Answer any **Four (4)** questions in the answer booklet provided. All questions carry equal marks.

Question 1

- (a) Explain the role and responsibilities of an operations manager within an organisation. (15 marks)
- (b) Identify and define at least **FIVE (5)** critical decisions that operations manager should decide. (10 marks)

Question 2

- (a) Projects vary in terms of objectives but each project has a common life cycle. Explain the common project life cycle. (10 marks)
- (b) Pangi's Kayaking Company is planning to add a new package for the upcoming holiday season. Several activities had been identified and must be finished before the season start. The following information is available:

Activity	Activity Time (days)	Immediate Predecessor (s)
A	6	-
B	5	-
C	3	A
D	3	B
E	6	C, D
F	9	D

Required:

- i) Draw the network diagram for this project.
- ii) Identify the critical path and calculate the expected project length. (15 marks)

Question 3

- (a) Regardless of the organization's strategy, defining and managing quality is very crucial. Explain at least **FIVE (5)** tools used in Total Quality Management (TQM).
(15 marks)
- (b) Implementation of Just in Time (JIT) has proven to be beneficial for most companies such as Toyota. Explain **FIVE (5)** advantages for implementing JIT.
(10 marks)

Question 4

- (a) Changing capacity is not as simple as acquiring the right amount of capacity to match the company needs. Explain the **FIVE (5)** considerations to take into account before deciding on changing the company's capacity.
(15 marks)
- (b) The fixed and variable costs for three potential manufacturing plant sites for a rattan chair weaver are shown below:

Site	Fixed Cost per year	Variable cost per unit
1	RM 500	RM 11
2	RM 1,000	RM 7
3	RM 1,700	RM 4

Required:

- i) Over what range of production is each location optimal?
ii) For a production of 200 units, which site is the best?

(10 marks)

Question 5

Using a product of your choice, explain the content and purpose of the design process.
(25 marks)

Question 6

- (a) Explain with appropriate example, how a materials requirement planning (MRP) system works.
(15 marks)
- (b) Discuss the benefits and challenges associated with the implementation of an MRP system.
(10 marks)

--THE END--