

**INTI**

INTERNATIONAL COLLEGE PENANG (5072 32-U)

LAUREATE INTERNATIONAL UNIVERSITIES

FINAL  
Examination Paper

(COVER PAGE)

Session : April 2013

Programme : Diploma in Business Administration Programme

Course : **MGT2102 : Operations Management**

Date of Examination : 31 July 2013

Time : 5p.m. – 7p.m. Reading Time : Nil

Duration : 2 Hours

Special Instructions :

This paper consists of **SIX (6)** questions. Answer any **FOUR (4)** questions in the answer booklet provided.

Materials permitted : Nil

Materials provided : Nil

Examiner(s) : **Lim Ghee Hean**

Moderator : **Goh Hock Seng**

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

**INTI INTERNATIONAL COLLEGE PENANG**  
**DIPLOMA IN BUSINESS ADMINISTRATION (DBAD/I)**  
**MGT 2102: OPERATIONS MANAGEMENT**  
**FINAL EXAMINATION: APR 2013 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) What are the **FIVE (5)** differences between Service and Manufacturing organizations? (15 marks)
- (b) What are the **FIVE (5)** similarities between Service and Manufacturing? (10 marks)

**Question 2**

- (a) Productivity is one of the metrics used to measure the performance of a process. Define productivity. How is productivity being calculated? (5 Marks)
- (b) An automobile manufacturer has presented the following data for the past two years in its annual report.

	2011	2010
Sales (Million RM)	490	410
Cost of Sales (Million RM)	390	330

As a potential investor, you are interested in calculating yearly productivity and year to year productivity gains as one of several factors in your investment analysis.

- i) Calculate the total cost productivity for both year 2010 and 2011. (10 marks)
- ii) Compute the year to year productivity gain. (5 marks)
- (c) At Northern Furniture factory, they produce an average of 60 chairs per day. Labor cost is RM300, material cost is RM450 and overhead cost is RM300. If Northern Furniture sells the chairs to retailer for RM85 each, calculate the multifactor productivity rate. (5 marks)

**Question 3**

Describe and explain the **FIVE (5)** stages of project life cycle. (25 marks)

#### Question 4

- (a) Define supply chain. What are the **THREE (3)** components of supply chain? (5 marks)
- (b) Many companies are going global with the advancement in information technology. However, global supply chain management has many complications. Describe the **FIVE (5)** potential areas that will create complications in the global supply chain environment. (20 marks)

#### Question 5

- (a) The current trend in business is going global. However, globalization has its considerations. Discuss **TWO (2)** advantages and **THREE (3)** disadvantages of globalization. (20 marks)
- (b) A fleet repair facility has the capacity to repair 800 trucks per month. However, due to scheduled maintenance of their equipment, management feels that they can repair no more than 600 trucks per month. Last month, two of the employees were absent several days each, and only 400 trucks were repaired. What are the utilization and effectiveness of the repair shop? (5 marks)

#### Question 6

- (a) When designing layout for a facility, there are some considerations that are needed to be taken. Describe the **FIVE (5)** considerations. (10 marks)
- (b) There are **FOUR (4)** basic types of layouts being broadly used. Describe these layouts. (12 marks)
- (c) Identify the **THREE (3)** steps in designing a process-oriented layout. (3 marks)