



FINAL  
Examination Paper

(COVER PAGE)

Session : August 2015

Programme : Diploma In Business (DIB)

Course : MGT2100: Operations Management

Date of Examination : December 12, 2015

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) : Mr. Neo Kim Koon, Mr. Lim Ghee Hean, Ms. Jennyca

Moderator : Mr. Anthony Vaz

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

DIPLOMA IN BUSINESS (DIB)  
MGT2100: OPERATIONS MANAGEMENT  
FINAL EXAMINATION: AUGUST 2015 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 transformation process. (5 marks)
- (b) Operations strategy focuses on specific capabilities of the operations that give a company the competitive edge. These capabilities are called competitive priorities. Discuss with examples the **FOUR (4)** categories of competitive priorities with relevant examples. (20 marks)

**Question 2**

- (a) Bullwhip Effect is inaccurate or distorted demand information created in the supply chain. With relevant examples, briefly explain **THREE (3)** factors of Bullwhip Effect. (15 marks)
- (b) Explain **TWO (2)** important issues to consider in making in-sourcing and outsourcing decisions. (10 marks)

**Question 3**

List and explain with example the stages of product life cycles and how can operations strategies adapt to these stages. (25 marks)

**Question 4**

- (a) Explain the philosophy of a Just-in-Time approach in production. (5 marks)
- (b) Discuss **THREE (3)** benefits and **TWO (2)** problems in employing a Just-in-Time production system. (20 marks)

**Question 5**

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

(25 marks)

**Question 6**

Compare and contrast **FIVE (5)** quality characteristics emphasized in manufacturing products versus services.

(25 marks)

**~THE END~**

*MGT2100(F)August2015*

