



FINAL
Examination Paper

(COVER PAGE)

Session : August 2016

Programme : Diploma in Business (DIB)

Course : **MGT2100: Operations Management**

Date of Examination : 04 December, 2016 (Sunday)

Time : 5:00pm – 7:00pm Reading Time : Nil

Duration : 2 Hours

Special Instructions :

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

Materials permitted : Nil

Materials provided : Nil

Examiner(s) : **Neo Kim Koon, Soh Keng Lin, Vasanthakumar,**
Iriana Suraya Abdul Wahab and Ramesh Salimun

Moderator : Dr Rajendran Muthuveloo

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

DIPLOMA IN BUSINESS PROGRAMME (DIB)
MGT2100: OPERATIONS MANAGEMENT
FINAL EXAMINATION: AUGUST 2016 SESSION

Instruction: 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) Briefly explain operations management using the transformation model. (9 marks)
- (b) Explain the **FOUR (4)** competitive priorities of operations management. (16 marks)
- (Total: 25 marks)**

Question 2

List and explain the **FIVE (5)** typical activities in supply chain management. (25 marks)

Question 3

Compare and contrast any **FIVE (5)** differences between process layout and product layout. (25 marks)

Question 4

- (a) Explain **FIVE (5)** common definitions of quality. (15 marks)
- (b) Explain the **FOUR (4)** categories of quality costs. (10 marks)
- (Total: 25 marks)**

Question 5

- (a) The **just-in-time** (JIT) philosophy in the simplest form means getting the right quantity of goods at the right place and at the right time. Discuss with examples, **FIVE (5)** philosophy of JIT. (25 marks)

Question 6

At INTI Bags Sdn Bhd, they are able to produce an average of 350 luggages per day with a workforce of 60 people.

- (a) Calculate the labor productivity. (6 marks)
- (b) If Labor cost is RM4,800, material cost is RM2,000 and overhead cost is RM2,500 and INTI Bags sells the luggage to the retailers for RM700 each, calculate the multifactor productivity. (10 marks)
- (c) If the previous year's productivity was 22.5, calculate the productivity change in percentage. Has the productivity improved? (9 marks)

(Total: 25 marks)

