

FINAL
Examination Paper

(COVER PAGE)

Session : AUGUST 2018

Programme : Diploma in Business (DIB)

Course : MGT2100: Operations Management

Date of Examination : 14 December 2018, (Friday)

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

Duration : 2 Hours

Special Instructions :

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

Materials permitted : Non-programmable Calculator

Materials provided : Nil

Examiner(s) : Amirudin Awang, Lim Ghee Hean, Shakila a/p Rajh Rao, and
Kathleen Bagah

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 2018 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

List the **FOUR (4)** types of layout. Explain and elaborate with suitable examples. (25 marks)

Question 2

- (a) Companies that choose highly specialized job design may contribute to employee's boredom. Discuss **THREE (3)** ways to reduce boredom among employees with examples. (13 marks)
- (b) Job specialization has both advantages and disadvantages. As an operation manager, what are the **FIVE (5)** advantages of using specialization in job design? Explain. (12 marks)

Question 3

Quality tools are essential in ensuring the quality management of a company. There are several quality tools commonly used to identify and analyze quality problem. Identify **FIVE (5)** tools and justify with a detailed example.

(25 marks)

Question 4

- (a) Calculate the productivity for the following operations:
- i. Three employees processed 600 insurance policies last week. They work 8 hours per day, 5 days per week. (2 marks)
- ii. A team of workers made 400 units of product, which is valued by its standard cost of RM10 each (before markups for other expenses and profit). That accounting department reported that for this job the actual cost were RM400 per labor, RM1,000 for materials and RM300 for overhead: (5 marks)

(b) Define Bullwhip Effect. With suitable examples, discuss **FOUR (4)** causes of Bullwhip Effect.

(18 marks)

Question 5

The selection of facility location is influenced by a number of factors. Identify any **FIVE (5)** of these factors with relevant examples.

(25 marks)

Question 6

There are several ethical concerns faced in project management, state **FIVE (5)** of these problems and discuss with suitable example.

(25 marks)

-THE END-

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