



FINAL
Examination Paper

(COVER PAGE)

Session : January 2014

Programme : Diploma In Business (DIB)

Course : MGT 2100 : Operations Management

Date of Examination : March 10, 2014

Time : 11:00am – 1:00pm Reading Time: Nil

Duration : 2 Hours

Special Instructions :

Answer any FOUR (4) questions.

Materials permitted : Nil

Materials provided : Nil

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

Moderator : Mr. Neo Kim Koon

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: JANUARY 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) Product design defines a product's characteristics. List any **THREE (3)** characteristics of a product. (3 marks)
- (b) Introducing new products into the market is important for companies to increase their revenue. However, there are considerations that need to be taken by these companies when designing new products. Discuss the **FOUR (4)** considerations. (22 marks)

Question 2

- (a) Just-In-Time (JIT) is being implemented in many manufacturing companies for continuous improvement. Explain what JIT is and the **SIX (6)** philosophies behind JIT. (15 marks)
- (b) Toyota and many other companies have implemented JIT which have proven to be beneficial to them. List **FIVE (5)** benefits for implementing JIT. (10 marks)

Question 3

- (a) What are the **FOUR (4)** types of competitive priorities an organization should have? List and elaborate with examples. (20 marks)
- (b) At Turnip Bakery, they produce an average of 500 breads per day. The labour cost is RM300, material cost is RM250 and overhead cost is RM100. Turnip Bakery sells the bread to customers for RM2.50 each. Calculate the total cost productivity. (5 marks)

Question 4

There are several factors affecting the success of project implementation. Discuss **FIVE (5)** key success factors for project implementation. (25 marks)

Question 5

- (a) Briefly define work measurement and standard time. (3 marks)
- (b) Before measuring a work, standard time has to be set. Describe the **SEVEN (7)** steps for conducting time study. (14 marks)
- (c) As part of management, you have been asked to study and report your findings on the advantages and disadvantages of job specialisation from the management's viewpoint. Briefly explain **FOUR (4)** advantages and **FOUR (4)** disadvantages of job specialisation. (8 marks)

Question 6

- (a) A company uses inventory for several purposes. List **FIVE (5)** purposes of inventory in a company. (10 marks)
- (b) A computer company has annual demand (D) of 15,000. They want to determine economic order quantity (EOQ) for circuit boards which have an annual holding cost (H) of RM5 per unit, and an ordering cost (S) of RM60. The leadtime is 7 days. The number of working days for the company is 250 days. Calculate
- i) Economic order quantity (Q) (5 marks)
 - ii) Total inventory cost (TC) (5 marks)
 - iii) Reorder point (R) (5 marks)

-THE END

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