



**FINAL EXAMINATION**

**BACHELOR OF BUSINESS ADMINISTRATIONS (HONOURS)  
HUMAN RESOURCE MANAGEMENT  
BACHELOR OF CORPORATE ADMINISTRATIONS (HONOURS)**

<b>COURSE</b>	<b>:</b>	<b>OPERATIONS MANAGEMENT</b>
<b>COURSE CODE</b>	<b>:</b>	<b>MGT3053/MGT3393</b>
<b>DURATION</b>	<b>:</b>	<b>3 HOURS</b>

**INSTRUCTIONS TO CANDIDATES:**

1. This question paper consists of **TWO (2)** parts :  
PART A (20 questions)  
PART B (4 questions)
2. Answer ALL questions from Part A and Part B.
  - i. Answer PART A in the Objective Answer Sheet provided.
  - ii. Answer PART B in the Answer Booklet provided.
3. Please check to make sure that this examination pack consist of :
  - i. The Question Paper
  - ii. An Answer Booklet
  - iii. An Objective Answer Sheet
4. Do not bring any material into the examination hall.
5. Please write your answer using permanent ink.

**MYKAD NO./ PASSPORT NO.** : \_\_\_\_\_  
**ID. NO.** : \_\_\_\_\_  
**LECTURER** : \_\_\_\_\_  
**SECTION** : \_\_\_\_\_

**DO NOT OPEN THE QUESTION PAPER UNTIL YOU ARE TOLD TO DO SO**

*This question paper consists of 6 printed pages including the front page*

## PART A : MULTIPLE CHOICE

## Answer ALL questions

1. Which of the following is **NOT** an operation function in a commercial bank?
- A. Purchasing.
  - B. Cash collection.
  - C. Cheque clearing.
  - D. Teller scheduling.
2. Based on Table 1, which of the following is **CORRECT** regarding the differences between services and goods?

	Services	Goods
i.	Difficult to measure quality	Easy to evaluate the quality
ii.	Limited interaction	Limited customer involvement
iii.	Intangibility	Tangibility
iv.	Unique	Similar products

*Table 1: Differences between Goods and Services*

- A. i and ii.
  - B. ii and iii.
  - C. i, iii and iv.
  - D. All above.
3. \_\_\_\_\_ is the set of activities that creates value in the form of goods and services by transforming inputs into outputs.
- A. Energy management
  - B. Finance management
  - C. Inventory management
  - D. Operations management
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4. Marketing, production/operations, and \_\_\_\_\_ are the three business functions that all organizations must perform to create goods and services.
- A. marketing
  - B. human resource
  - C. information technology
  - D. research and development

5. An operation manager is **NOT** likely to be involved in \_\_\_\_\_.
- A. maintenance schedules
  - B. the identification of customers' wants and needs
  - C. the quality of goods and services to satisfy customers' wants and needs
  - D. the design of goods and services to satisfy customers' wants and needs
6. The main objective of \_\_\_\_\_ layout is to achieve a smooth and rapid flow of large volume of goods or customer through a system.
- A. cellular
  - B. product
  - C. process
  - D. fixed-position
7. Which of the following settings would a fixed-position layout be most appropriate?
- A. Doctor's office
  - B. Cruise ship assembly
  - C. Casual dining restaurant
  - D. Washing machine assembly line
8. Which of the following is **NOT** a type of processing?
- A. Batch.
  - B. Facility.
  - C. Job Shop.
  - D. Continuous.
9. Work cells typically \_\_\_\_\_.
- A. increase raw materials inventory
  - B. increase work-in-process inventory
  - C. reduce investment in machinery and equipment
  - D. Increase direct labour needs due to specialization
10. All of the following the considerations used in designing good layouts **EXCEPT** \_\_\_\_\_.
- A. improving customer Interaction
  - B. fully utilizing of space, equipment and people
  - C. improving flow of information, materials and people
  - D. neglecting employee morale and safer working conditions

11. Which of the following are a type of inventory?
- i. Raw material.
  - ii. Finished-goods.
  - iii. Work-in- process (WIP)
- A. i only.
  - B. i & ii only
  - C. ii & iii only
  - D. All above
12. Which of the following statements about ABC analysis is **FALSE**?
- A. In ABC analysis, forecasting methods for "B" items may be tighter physical inventory than "C".
  - B. In ABC analysis, forecasting methods for "C" items may be less sophisticated than for "A" items.
  - C. In ABC analysis, "A" items should have tighter physical inventory control than "B" or "C" items have.
  - D. ABC analysis is based on the presumption that all items must be tightly controlled to produce important cost savings.
13. Which of the following is **NOT** a requirement for effective inventory management?
- A. Estimation of material costs.
  - B. Knowledge of lead times and lead time variability.
  - C. A system to keep track of the inventory on hand and on order.
  - D. A reliable forecast of demand that includes an indication of possible forecast error.
14. Which of the following statements reflects Economic Order Quantity (EOQ)?
- A. Lead time is constant.
  - B. There is a quantity discount.
  - C. Minimize sum of monthly cost.
  - D. Holding cost per unit per week.
15. \_\_\_\_\_ system keep track of removals from inventory continuously.
- A. Two-bin
  - B. Systematic
  - C. Periodic inventory
  - D. Perpetual inventory

16. Which of the following is **NOT** a part of a manufacturing firm's supply chain?
- A. Suppliers.
  - B. Distributors.
  - C. Wholesalers.
  - D. Landscaping contractors.
17. Which of the following is the key aspect that match supply to demand?
- A. Managing suppliers.
  - B. Managing product design.
  - C. Managing marketing schedule.
  - D. Managing customer financial problem
18. Which of the following is the final stage in the movement of materials within a manufacturing facility?
- A. From receiving to storage.
  - B. From one work centre to next.
  - C. From storage to the point of use.
  - D. From incoming vehicles to receiving.
19. Which of the potential benefits of using a third-party logistic?
- A. More quality.
  - B. More direct control.
  - C. Specialists' knowledge.
  - D. Enhance communication skills.
20. Which of the following statements is **TRUE** regarding the logistics?
- A. Strategic coordination of the supply chain.
  - B. Ability to detect and respond to unplanned events.
  - C. Speed at which goods move through a supply chain.
  - D. Movement of materials, services, and information supply chain.

(Total: 20 marks)

**PART B : LONG STRUCTURED**

**Answer ALL questions**

1. Explain **FIVE (5)** differences between goods and services. Provide a related example for each.  
(20 marks)
2. Elaborate **FIVE (5)** factors to consider in making a layout plan. Provide an example for each.  
(20 marks)
3. With an appropriate example, discuss **FIVE (5)** functions of inventory.  
(20 marks)
4. Describe **FIVE (5)** benefits of outsourcing and provide an example for each.  
(20 marks)

(Total : 80 marks)

**(TOTAL: 100 MARKS)**

**END OF QUESTION PAPER**