



PAN AFRICA CHRISTIAN UNIVERSITY

END OF SEMESTER EXAMINATION FOR THE DEGREE OF

MAY - AUGUST 2025

CAMPUS: ROYSAMBU

DEPARTMENT: BUSINESS

COURSE CODE: BUA 4213

COURSE TITLE: OPERATIONS MANAGEMENT

EXAM DATE:

TIME:

INSTRUCTIONS

- This examination script consists of **Six (6)** questions.
- Answer question **four** Questions.
- Read all questions carefully before attempting.
- Write your **student number** on the answer booklet provided.

Question One (Compulsory) **(10 marks)**

- a. Explain **five** key areas of responsibility for a production and operations manager. Use relevant examples. (5 Marks)
- b. Quality is a critical component of production and operations management. Explain using a production firm of your choice as an example. (5 Marks)

Question Two **(10 marks)**

Discuss the contribution of the production industry to the Kenyan economy citing relevant examples (10 marks)

Question Three **(10 marks)**

- a. Explain **five** controllable factors affecting plant of facility location using a manufacturing firm of your choice as an example. (5 Marks)
- b. As the manager of BENUEL transportation services, you are required to take students through the operations of the company in particular operations planning and scheduling of transportation in the company. Discuss the main components of operations planning and scheduling systems. (5 Marks)

Question Four **(10 marks)**

- a. When establishing and operating an existing production plant, it is important to consider capacity decisions. Discuss this statement. (5 Marks)
- b. Discuss the contribution of production and operations management in enabling Kenyan government achieve the big four agenda on food security, affordable health care, affordable housing and manufacturing. (5 Marks)

Question Five **(10 marks)**

- a. Discuss four objectives of work study. (4 Marks)
- b. Illustrate the following:
 - i. Time study (3 Marks)
 - ii. Motion Study (3 Marks)

Question Six **(10 marks)**

- a. Discuss steps involved in project management. Use development of a hospital management system as an example. (5 Marks)

- b. A network diagram is used as a project scheduling tool in operations management.
Explain its importance in this context. (5 Marks)