



PAN AFRICA CHRISTIAN UNIVERSITY

**END OF SEMESTER EXAMINATION FOR THE DEGREE OF
JANUARY- APRIL 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)
marks)**

(10

- a. Explain Operations Management.

(1 Marks)

- b. Explain three importance of Operations Management to an Organisation giving an example of each. (9 Marks)

Question Two (10 marks)

- a. State the objective in designing a product. (2 Marks)
b. Explain the steps involved in designing a product. (8 Marks)

Question Three (10 marks)

- a. Discuss two factors that affect productivity. (4 Marks)
b. Discuss three techniques of improving productivity. (6 Marks)

Question Four (10 marks)

- a. Using an example explain the term facilities location. (2 Marks)
b. Discuss four principles of Plant/factory lay out. (8 marks)

Question Five (10 marks)

- a. Discuss the use of Project Evaluation Review Technique/Critical Path Method techniques for managing projects. (6 Marks)
b. Discuss two advantages and two disadvantages of using Project Evaluation Review Technique/Critical Path Method techniques (4 Marks)

Question Six (10 marks)

- a. Explain capacity planning giving an example. (2 Marks)
b. Examine the steps involved in capacity planning (8 Marks)