



KISII UNIVERSITY
UNIVERSITY EXAMINATIONS

FIRST YEAR EXAMINATION FOR THE AWARD OF THE DEGREE OF
MASTER OF PHILOSOPHY IN BUSINESS ADMINISTRATION
SECOND SEMESTER, 2021/2022
(JUNE-SEPTEMBER, 2022)

MPLM 713: OPERATIONS MANAGEMENT

STREAM: Y1 S2

TIME: 3 HOURS

DAY: THURSDAY, 9:00-12:00 PM

DATE: 13/10/2022

INSTRUCTIONS

- 1. Do not write anything on this question paper.***
- 2. Answer Question ONE and any other THREE Questions.***

QUESTION ONE

- a) Operations management as one of the key functions of Procurement and logistics firm faces ethical and social responsibility challenges. Giving examples, explain the challenges in a firm of your choice. (8marks)
- b) Discuss the new trends in Operations Management. (7marks)

QUESTION TWO

- a) Kaizen philosophy is the best quality management technique. Support the statement by outlining the benefits of implementing Kaizen a manufacturing organization. (6marks)
- b) Materials management is that aspect of management function which is primarily concerned with the acquisition, control and use of materials needed and flow of goods and services connected with the production process having some predetermined objectives in view. In view of the above statement state and explain in details the objectives of materials management that can give a logistics firm competitive advantage. (9marks)

QUESTION THREE

Project management is an endeavor in which human, material and financial resources are organized in a novel way to undertake unique scope of work of given specification, constraints of cost and time so as to achieve beneficial change defined by quantitative and qualitative objectives. With relevant examples, explain why Procurement and Logistic firms should apply project management techniques in their operations. (15marks)

QUESTION FOUR

a) ABC is an international Logistics firm planning to locate a warehouse in Kenya. What location factors should guide the ABC operations manager on the county in Kenya to locate the warehouse? (8 marks)

b) Using the principles of a good plant layout, advice the operations manager of ABC international Logistics firm on how to design a warehouse. (7 marks)

QUESTION FIVE

a) Describe the steps in capacity planning. (5marks)

b) The table represents the actual demand of shipping services in tons of XYZ Logistics Company.

Month	January	February	March	April	May	June	July
Tons'000	6	4	8	12	15	20	22

Forecast the demand for May through August using

a) Three-period moving simple average. (5 marks)

b) Weights 50%, 30% and 20%. (5 marks)