

BINDURA UNIVERSITY OF SCIENCE EDUCATION

FACULTY OF COMMERCE

DEPARTMENT OF HUMAN CAPITAL MANAGEMENT

COURSE: PRODUCTION AND OPERATIONS MANAGEMENT [BS405](1)

DURATION: 3 HOURS

INSTRUCTIONS TO CANDIDATES

MAR 2023

Answer **ANY** four questions from the list below.

No unauthorised items must be brought into the examination room

Each question carries **25** Marks

Question-1-

Briefly explain the following terms as they are used in production and operations management. Give examples.

- a) Competitive priorities
- b) Environmental scanning
- c) Core competencies
- d) Productivity
- e) Enterprise Resource Planning (ERP) (25 Marks)

Question -2-

Discuss the core beliefs of the JIT philosophy and explain the three major elements of JIT. (25 Marks)

Question -3-

(a) Explain with an appropriate example, how a materials requirement planning (MRP) system works. (15 marks)

(b) Discuss the benefits and challenges associated with the implementation of an MRP system. (10 marks)

Question-4-

Discuss the phases of a project's life cycle and why determining the critical path is important in project management. (25 Marks)

Question -5-

Evaluate the causes of the bullwhip effect and suggest ways of counteracting it. (25 Marks)

Question -6-

Identify and discuss the major differences between service and manufacturing organisations. Find an example of service and manufacturing company and compare them. (25 Marks)

-END OF PAPER -