

BINDURA UNIVERSITY OF SCIENCE EDUCATION

FACULTY OF COMMERCE

DEPARTMENT: ECONOMICS

PROGRAMME: MSc PURCHASING AND SUPPLY CHAIN MANAGEMENT

COURSE CODE SCM510: OPERATIONS MANAGEMENT AND CONTROL

DURATION: 3 HOURS

TOTAL MARKS: 100

OCT 2021

INSTRUCTIONS TO CANDIDATES

1. This paper carries six questions
 2. Answer any four (4) questions.
 3. All questions carry 25 marks.
 4. Cellphones are not allowed in the examination room.
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QUESTION ONE

Using the dominant operation transformation theory, demonstrate why operations is defined as a transformational processes.

[25 Marks]

QUESTION TWO

Explain how the stakeholder perspective theory can be applied in operations management.

[25 Marks]

QUESTION THREE

The operations management unit must be able to implement, support and drive operations strategy (Slack et al 2010). Describe how operations managers can achieve this. [25 Marks]

QUESTION FOUR

Describe how operations managers can ensure that the operations processes design is environmentally sensitive. [25

Marks]

QUESTION FIVE

Explain the macroeconomic factors that can influence Supply Network Design decisions.

[25 Marks]

QUESTION SIX

As an Operations Manager of a growing manufacturing company, advise the top management on how Total Quality Management can be implemented in company operations. [25 Marks]

END OF PAPER