



"Investing in Africa's Future"

COLLEGE OF BUSINESS, PEACE, LEADERSHIP AND GOVERNANCE

MMS402: PRODUCTION AND OPERATIONS MANAGEMENT

END OF SEMESTER TERM PAPER

APRIL/MAY 2020

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INSTRUCTIONS

Answer **One** question.

The marks allocated to **each** question are shown at the end of the section.

Credit will be given for logical, systematic and neat presentations.

1. Discuss the following:
 - a) Quality Philosophies. [25 marks]
 - b) Factors which determine plant location. [25 marks]
 - c) Production functions. [25 marks]
 - d) Measuring productivity. [25 marks]
2. Production and Operations management
 - a) Compare and contrast any three quality philosophies. Explain why quality is important in production [50 marks]
 - b) Discuss the ABC classification system. Why is it important in production? [25 marks]
 - c) Discuss the production functions. Explain why companies are failing. [25 marks]
3. Critically discuss the reasons that lead organisations to outsource products and/or services and give at least one representative example for each reason. Many companies are contracting out their logistics activities or their information technology systems to third parties. Outline the arguments for and against this approach. Is it always appropriate to contract out? [100 marks]

End of paper
