



**NATIONAL OPEN UNIVERSITY OF NIGERIA**  
**PLOT 91, CADASTRAL ZONE, NNAMDI AZIKIWE EXPRESSWAY, JABI, ABUJA**  
**FACULTY OF MANAGEMENT SCIENCES**  
**2019\_2 EXAMINATION**

**COURSE CODE: BUS801**

**CREDIT UNIT: 2**

**COURSE TITLE: OPERATIONS MANAGEMENT**

**TIME ALLOWED: 2HOURS**

**INSTRUCTIONS: 1. Attempt question Number one (1) and any other two (2).**

**2. Question number 1 is compulsory and carries 30 marks, while the other questions carry 20 marks each**

**3. Present all your points in coherent and orderly manner**

**1a. Elaborate the historical evolution of Production and Operations Management. 10marks**

**b. Compare and Contrast service and manufacturing operations. 10marks**

**c. Operations managers usually consider five common process decisions. Enumerate. 10marks**

**2a. Discuss the stages of the research and development (R & D), and how firms use R & D to create and apply new technology. 10marks**

**b. Explain the nature of supply-chain management for both manufacturers and service providers. 5marks**

**c. Describe any five (5) basic steps in the acquisition process. 5marks**

**3a. Discuss four basic demand options in aggregate planning. 10marks**

**b. Explain five (5) characteristics and functions of linear programming model. 10marks**

**4a. Discuss the benefits and requirements of Material requirements planning. 10marks**

**b. Enumerate five (5) important elements of personnel and organizational JIT systems. 10marks**

**5a. What would you do in an attempt to consider ten (10) steps involved in conducting work methods. 10marks**

**b. Discuss and compare time study methods. 10marks**