



NATIONAL OPEN UNIVERSITY OF NIGERIA

Plot 91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi - Abuja

FACULTY OF MANAGEMENT SCIENCES

2020_2 EXAMINATION

COURSE CODE: MBA 801

CREDIT UNIT: 3

COURSE TITLE: PRODUCTION AND OPERATIONS MANAGEMENT

INSTRUCTION: 1. Indicate your Matriculation Number clearly.

TIME : 2½ Hours

2. Attempt question one (1) and any other three (3) questions; four questions in all

3. Question one (1) is compulsory and carries 25 marks, while the other questions carry 15 marks each. 4. Present all your points in a coherent and orderly Manner

QUESTION ONE

From Operations management point of view, what are the three basic functions of business organizations? **5 marks**

State and briefly discuss some supporting functions of business organizations beyond the three basic functions. **10 marks**

Why is it necessary for us to study the functions and their natural interactions in a normal business organization? **10 marks**

QUESTION TWO

(a) What is “value added” in the context of Operations Management? **5 marks**

(b) Why is “value added” an important concept in Operations Management? **10 marks**

QUESTION THREE

(a) How can a manufacturing company improve its “value added” and therefore its efficiency and profitability? **5 marks**

(b) Discuss any five examples of activities that can lead to improvement of a company’s value added results. **10 marks**

QUESTION FOUR

Competitiveness is an important factor in determining the health a company.

Discuss any five elements of competitiveness which you consider very important, which an Operations Manager should keep in mind while managing his Department. **3 marks each**

QUESTION FIVE

(a) The industrial revolution changed the face of production forever with two principal elements: what are these elements? **5 marks**

(b) What are the steps to be taken by a firm that want to develop a customer driven operations in the modern competitive environment? **10 marks**

QUESTION SIX

(a) The scientific-management era brought widespread changes to the management of factories. The core concept of that management philosophy is hinged on the belief of its founding father, Fredrick Taylor. Discuss Taylor’s belief and the four bases of that belief. **8marks**

(b) What is Core Competence? **7marks**