



NATIONAL OPEN UNIVERSITY OF NIGERIA
Plot 91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi – Abuja
FACULTY OF MANAGEMENT SCIENCES
DEPARTMENT OF ADMINISTRATION
EXAMINATION QUESTIONS
2020_1 EXAMINATION

COURSE CODE: MBA801

COURSE TITLE: Production and Operations Management

CREDIT UNITS: 3

INSTRUCTION:

- 1. Indicate your Matriculation Number clearly**
- 2. Attempt question one (1) and any other three (3) questions – four questions in all**
- 3. Question one (1) is compulsory and carries 25marks, while the other questions carry 15marks each.**
- 4. Present all your points in coherent and orderly Manner**

TIME ALLOWED: 3Hrs

QUESTION ONE

(a) During the industrial revolution, the average worker was just a part of production with narrow specialized skill. We still see factories today that uses mostly workers with specialized skills.

What is the feature of a job with a high degree of specialisation? **15 marks**

(b) State the advantages a firm has in having a production set-up that requires and employs mostly specialized workforce. **10 marks**

QUESTION TWO

(a) Trace the link between a production or operations management strategy and the firm's overall corporate strategy. **7 marks**

(b) What characteristics of the consumers do firms normally use to identify the boundaries of the market segments that it should serve? **8 marks**

QUESTION THREE

(a) Choosing a process that best supports a firm's strategy is one of the first decisions a production manager makes. Identify the five process types, and discuss them. **7.5 marks**

(b) When should a process decision be made? **7.5 marks**

QUESTION FOUR

(a) Discuss the role of technology in business management. **7 marks**

(b) Discuss the components of information technology. **8 marks**

QUESTION FIVE

The type of relations maintained with suppliers can affect the quality, delivery and price of a firm's products and services. Discuss two major types of relationships a firm may develop with its suppliers. **15 marks**

QUESTIONS SIX

(a) What is vertical integration? **7 marks**

(b) What are the advantages that vertical integration brings to a manufacturing firm? **8 marks**