INSTRUCTIONS:

- Answer question ONE (compulsory) and any other TWO questions

QUESTION ONE

(a) What do you understand by the term:
   i. Production and operations management (3 marks)
   ii. Strategic decision (2 marks)
   iii. Quality (2 marks)
   iv. Value addition (2 marks)

(b) Define and describe FOUR principles of a lean production system (8 marks)

(c) Explain FIVE differences between goods manufacturing and service provision (10 marks)

(d) State THREE advantages of preventive maintenance (3 marks)

QUESTION TWO

(a) Explain with the aid of a diagram the different components of an operations management system (e.g inputs/process/outputs) explaining in as much details as you can the nature of the different components (10 marks)

(b) Discuss the application of ERP in the major functions of a business organization (10 marks)

QUESTION THREE

(a) State the THREE functional areas of business organization and explain how they interrelate with each other (10 marks)

(b) Explain what inventory management is and why it is important for a manufacturing company (10 marks)

QUESTION FOUR

(a) Explain sequentially the stage of a new product development (10 marks)

(b) Discuss the important ethical issues you will be concerned with as an operations manager in a manufacturing establishment (10 marks)

QUESTION FIVE

Discuss the nature and content of operations manager job (20 marks)