

The Open University of Sri Lanka
Master of Business Administration in Human Resource Management
Final Examination October 2021
OSP9333/MSP9333/MCP2133 – Operations Management



Duration: Three (3) Hours and uploading Thirty (30) Minutes [ANSWERS SHOULD BE COMPLETED AND UPLOADED WITHIN THREE and HALF HOURS (03 Hrs. and 30 Mts.)]

Date: 9th October, 2021

Time: 9.30 am to 12.30 pm

Instructions:

- Answer All Questions.
- This question paper carries 2 questions.
- Answers should be focused and methodical.
- Write down your Student Registration Number on each page. All pages should be numbered, properly arranged, and submitted electronically.
- All written answer scripts should be safely kept with you to be submitted to the University when instructed.

Question One

- i. a) Write an introduction of the organization you are employed at present or you are familiar with while listing its main business line/s, major output/s and key operations.
b) Describe one of the key operations of the selected organization with relevant inputs, transformation processes and outputs.
(10 Marks)
- ii. Explain the dimensions of operations strategy related to above described operation. Assess how a human resource specialist can assist in improving its competitiveness.
(15 Marks)
- iii. Identify and explain the order winners of a product or a service offered to the customers by the selected company?
(10 Marks)
- iv. a) Explain the importance of forecasting to your organization in expanding its operations.
b) Describe two forecasting techniques that can be used for the said purpose and justify your selection of the techniques.
(15 Marks)

- v. a) People of different categories are employed at your organization. As a professional in Human Resource Management, explain the factors that the management of the organization may have to consider, with reference to different categories of employees, in selecting a location for the organization.
- b) With Covid19 pandemic situation work practices were changed from work at workplace to work from home. Explain how far the personnel related factors affecting the location decision of your workplace differ with this development.
- vi. a) Describe what is meant by 'Cleaner Production' with its benefits to an organization as well as to the environment at large.
- b) Describe, with its associated advantages and disadvantages, the main energy source presently used by your organization. With a view to become more greener than now, suggest a practical green energy source for your organization. Justify your suggestion.

(15 Marks)

(15 Marks)

(Total 80 marks)

Question Two

- i. Describe the following categories of inventories that are present in an organization. (08 Marks)
- a. Incoming material
 - b. Work in progress
 - c. Finished goods
 - d. Maintenance parts
- ii. Describe the measures that should be used to control these items to minimize the cost of managing inventory. (04 Marks)
- iii. With regard to incoming materials for your organization, explain the elements of Supply Chain Management. Describe the role of Supply Chain Management in ensuring organizational supplies. (08 Marks)

(Total 20 marks)

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