

THE OPEN UNIVERSITY OF SRI LANKA  
BACHELOR OF MANAGEMENT STUDIES  
FINAL EXAMINATION – 2007  
OPERATIONS MANAGEMENT - MCU 2205



050

DATE : 17.02.2007

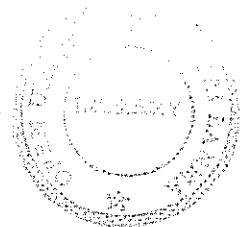
TIME : 1.30 p.m. – 4.30 p.m.

DURATION – 03 Hours

ANSWER FIVE (5) QUESTIONS ONLY.

This paper has two pages and eight questions.

1. (i) Explain the different types of production systems with suitable examples. (15 marks)
- (ii) What are the types of production systems that may be used for manufacturing the following products? (5 marks)
  - a. Sugar
  - b. Shirt by a small Tailor shop
  - c. Ball point pens
  - d. News papers
  - e. Ship building
2. The operation strategy of an organization is concerned with setting broad policies and plans to support the competitiveness of the organization.
  - (i) Explain in your own words 'operation strategy'. (5 marks)
  - (ii) Explain how the concept of cost, quality, speed of delivery and flexibility can help to form core operation strategies for a manufacturing organization. (15 marks)
3. (i) Explain the productivity at a manufacturing concern. (5 marks)
- (ii) Identify the factors that affect productivity. (5 marks)
- (iii) List out productivity improvement techniques for a manufacturing concern. (key steps towards improving productivity). (10 marks)
4. (i) Using suitable examples, explain the following productivity measures:
  - a. Partial measures
  - b. Multifactor measures
  - c. Total measures (10 marks)



- (ii) Today industries frequently use partial productivity measures. Do you think it is important to measure partial productivity? If so, explain its importance. Give suitable examples. (10 marks)
5. (i) Explain the key factors that have to be considered when selecting a suitable location for a manufacturing concern. (10 marks)
- (ii) Briefly explain the location selection factors for
- a sugar manufacturing plant and
  - a coal or diesel powered large scale electricity generator.
- (10 marks)
6. (i) What is meant by work study at a work place ? (5 marks)
- (ii) What are the main components of work study ? Explain. (5 marks)
- (iii) Explain how work study exercises may help the management of a business organization. (10 marks)
7. (i) Explain acceptance sampling process control tools used in the production control exercise of manufacturing organizations. (10 marks)
- (ii) Where do the above production control tools applicable in a production model? Explain. (10 marks)
8. Describe any four ( 04 ) of the following in relation to production control and explain how they may help the production process.
- a. Standardization
  - b. Deming cycle ( PDCA cycle )
  - c. Control Charts
  - d. Brainstorming
  - e. Benchmarking
  - f. Cause and effect diagram ( fish bone diagram )
- ( 4 x 5 marks )

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