

**THE OPEN UNIVERSITY OF SRI LANKA**  
**BACHELOR OF MANAGEMENT STUDIES (BMS) DEGREE PROGRAMME**  
**LEVEL 04**  
**ASSIGNMENT TEST - 2015**  
**OPERATIONS MANAGEMENT – MCU 2205**  
**DURATION : TWO HOURS**



**DATE : 14.02.2015**

**TIME : 2.00 P.M. – 4.00 P.M.**

**Answer Question 01 & 02 Other Questions**

**Question 01**

Write short answers to following questions

- (a) What are the three major functions in a business organizations ? **(03 Marks)**
  - (b) Define Operations Management. **(05 Marks)**
  - (c) Transformation process can take variety of forms. Written down 05 of them with examples. **(05 Marks)**
  - (d) Closed system view has been perceived as desirable for many reasons. What are they ? **(04 Marks)**
  - (e) What do you mean by operations strategy ? **(05 Marks)**
  - (f) There are 4 types of concepts related to operations strategies. What are they ?
  - (g) Define the term productivity. **(04 Marks)**
  - (h) Productivity is a relative measure. Explain. **(04 Marks)**
  - (i) According to Japanese view, there are seven categories of waste, what are they ? **(07 Marks)**
  - (j) Japanese approach to productivity consists of two philosophies. What are they ? **(04 Marks)**
  - (k) Name 05 issues that can be included in a typical operations strategy. **(05 Marks)**
- (Total 50 Marks)**

### **Question 02**

- (a) Differentiate goods & services using suitable examples. (05 Marks)
- (b) The operations function involves the conversion of inputs into outputs. Graphically explain the conversion process of a Commercial Bank (10 Marks)
- (c) Identify and describe 05 recent trends in Operations Management. (10 Marks)  
(Total 25 Marks)

### **Question 03**

- (a) Identify 05 types of manufacturing systems and describe their characteristics along with suitable examples. (15 Marks)
- (b) "Use of high quality input in production process will increase the level of productivity." Do you agree with this statement? Justify your answer. (06 Marks)
- (c) ABC Ltd. is completing the monthly productivity report for its Board of Directors. From the following data, calculate;
- (i) Labour productivity.  
(ii) Machine productivity.  
(iii) Multifactor productivity of rupees spent on labour, machine, materials & energy.

Units produced	200,000
Labour hours	20,000
Machine hours	10,000
Cost of material	Rs.70,000
Cost of energy	Rs.30,000

The average labour rate is Rs. 30 per hour, and average machine usage rate is Rs. 10 per hour. (04 Marks)

(Total 25 Marks)

### **Question 04**

Write Short Notes on following topics.

- (a) JIT production systems.  
(b) Impact of industrial revolution on operations management.  
(c) Kanban production control systems.  
(d) Open systems.  
(e) Make to order and make to stock. (Total 05 x 5 = 25 Marks)