

**THE OPEN UNIVERSITY OF SRI LANKA
ENTREPRENEURSHIP AND SMALL BUSINESS MANAGEMENT PROGRAMME
FINAL EXAMINATION – 2006/2007**



**MCC 1105 – INTRODUCTION TO OPERATIONS MANAGEMENT
DURATION: TWO (02) HOURS**

Date : 28th January, 2007

Time : 10.00 a.m. – 12.00 noon

ANSWER ANY FOUR QUESTIONS. ALL QUESTIONS CARRY EQUAL MARKS.

1. (a) Production process can be seen in organizations engage in manufacturing goods and creating services. Describe the manufacturing process of a bank of your choice. (10 marks)
(b) Explain the applicability of concepts in operations management in manufacturing of goods and creating services? (09 marks)
(c) Explain three key changes took place in manufacturing after the industrial revolution in Europe. (06 marks)
2. (a) Describe the planning and controlling function of manufacturing. Explain using a suitable example from a small business in the fast food sector. (15 marks)
(b) How do you explain the need for consumer demand information in the above industry? (10 marks)
3. (a) Explain the function of product designing and product engineering in operations management. (14 marks)
(b) With the help of a suitable example explain the activities that are involved in product engineering. (11 marks)
4. Tooling up refers to providing machines, equipment and tools for production process.
(a) Explain when tooling up decisions have to be made. (08 marks)
(b) What are the activities involved in tooling up? (08 marks)
(c) Explain the advantages of a good plant layout? (09 marks)
5. Explain *any three* of the followings.
(a) Production control and its advantages.
(b) Intermittent production
(c) Procedure of estimating cost in manufacturing
(d) Usefulness of work measurement activities.
(e) Factors that have to be considered when selecting a suitable site for a production plant. (8 $\frac{1}{3}$ marks each)

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