

THE OPEN UNIVERSITY OF SRI LANKA
 CERTIFICATE IN ENTREPRENEURSHIP AND SMALL BUSINESS
 MANAGEMENT – (LEVEL 2)
 FINAL EXAMINATION- 2018
 MCC1105 – INTRODUCTION TO OPERATIONS MANAGEMENT
 DURATION – TWO (02) HOURS



Date : 27.10. 2018

Time :10.00 am – 12 noon

Instructions:

Answer any **FOUR (04)** Questions. All questions carry equal marks.

Question 01

- a) 'Operations management uses resources to create an output that fulfill the defined requirements of a target market. It is one of the core functions of any type of enterprise'. Explain the importance of operations management for an entrepreneur with examples. (10 Marks)
- b) 'All operations/production systems can be modeled as input-transformation- output process'. Describe the conversion process in a bakery with a suitable illustration. (15 Marks)

(Total 25 Marks)

Question 02

- a) Suppose that you are going to start an organic vegetable retail shop. Identify what market factors you should consider before starting the actual operations. (10 Marks)
- b) 'Process planning involves determining the best combination of resources for production task'. Explain stages of the production planning process. (15 Marks)

(Total 25 Marks)

Question 03

- a) You are going to start a small-scale garment factory with 15 workers at your home. Identify the factors that has to be considered when making a location decision of your garment factory. Is your location decision correct? Explain. (15 Marks)
- b) 'Proper layout plan for your garment factory has numerous advantages'. Discuss. (10 Marks)

(Total 25 Marks)

Question 04

'At the beginning of the 20th Century, Fedrick Taylor made the first attempt on measuring work'.

a) What is meant by work measurement? **(05 Marks)**

b) Explain methods that could be used for work measurement at your work place. **(10 Marks)**

c) 'Cost estimates are the best forecast of future planning'. Explain with examples.

(10 Marks)

(Total 25 Marks)

Question 05

a) Explain the 'Continuous production', 'Intermittent production', and 'Custom production' systems. Describe the conditions when these systems may be most appropriate.

(15 Marks)

b) 'It is difficult to measure quality of a service than a tangible good'. Support with examples.

(10 Marks)

(Total 25 Marks)

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