

THE OPEN UNIVERSITY OF SRI LANKA
 COMMONWEALTH EXECUTIVE MASTER OF BUSINESS/PUBLIC
 ADMINISTRATION
 FINAL EXAMINATION – 2008
 MCP 1604 – OPERATIONS MANAGEMENT
 DURATION : THREE (03) HOURS



Date : 14.12.2008

Time : 9.30 am – 12.30 pm

Answer any FIVE questions.

All answers must be complete and written neatly and focused.

This question paper consists of SEVEN questions. All questions carry equal marks.

1. (a) Explain the functions involved in Operations Management and its applicability in manufacturing and service organizations. Give suitable examples to explain your answer.
- (b) Discuss why students of management need to study Operations Management and how operations management practices may contribute towards uplifting the society.
2. (a) Explain 'work study' and discuss how the operational time is made up.
- (b) Discuss why work study is considered as a valuable tool of management.
3. (a) You have been instructed by the top management to select and conduct a method study on one of the important operations in your department. Discuss the steps you take to carry out the exercise.
- (b) Write a brief description of an activity in your office and draw an outline process chart using method study symbols. (Please select an activity where all symbols can be used.)
4. (a) How does 'total quality management' differ from 'quality assurance' and 'quality control'? Explain.
- (b) Write a brief description on TQM approach for a manufacturing or service organization.
- (c) What are the basic quality tools that are used extensively to record and analyze problems?

5. (a) Explain what is meant by facilities planning and state its objectives. Discuss why it is necessary in today's competitive business environment.
 - (b) Discuss three basic types of layouts plans can be seen in organizations giving suitable illustrations.
 - (c) Write brief notes on the 3 types of plans that are necessary for the success of an organization.
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6. (a) A typical supply chain has a number of key facilities, which fulfills the need for supply chain management. Discuss the above statement giving due consideration to the underlined.
 - (b) Discuss the key elements of material requirement planning (MRP). Explain how MRP contribute to the success of an organization.
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7. (a) Discuss 4 advanced manufacturing systems used in modern organizations. Explain how these systems may increase the competitiveness of an organization.
 - (b) What are the current major trends in operations management? Explain the importance of adoption of these systems and practices?

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