



**REFORMED CHURCH UNIVERSITY**

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**FACULTY OF COMMERCE**

**Bachelor of Commerce Honours Degree in Human Resources  
Industrial and Labour Relations Management**

**Fundamentals of Operations Management**

**HHRM 208**

**Part 2 Semester 2 Examination**

**Total Marks [100]**

Date: July 2021

Time: 3 Hours

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**INSTRUCTIONS**

1. This paper has *six (6)* questions
2. Answer question *one (1)* and *any* other *three (3)*
3. Each question carries *25 marks*
4. Start each question on a new page

1. Evaluate the scope of operations management. (25)
2. To what extent is the quality control responsible for the maintenance of quality in a product or service? (25)
3. Discuss the different types of production systems or processes citing appropriate examples from an industry of your choice. (25)
4. Discuss factors that may be considered necessary for a facility or plant location. (25)
5. Evaluate the short term and long term capacity strategies that can be employed by organisations in order to be able to meet demand. (25)
6. Examine the merits and demerits of maintenance management, citing different types of management. (25)

*End of Paper*