



**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: June 2019

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. Examine the role of Operations Management in an organization of your choice. (25)
2. Compare and contrast service operation and manufacturing operation. (25)
3. Explain any **FIVE** strategic decisions made in operations management (25)
4. Max-bark Bank employs three loan officers, each working eight hours per day. Each officer processes an average of five loans per day. The bank's payroll cost for the officers is \$820 per day, and there is a daily overhead expense of \$500. The bank has just purchased new computer software that should enable each officer to process eight loans per day, although the overhead expense will increase to \$550.
  - (a) Analyse the change in labor and multifactor productivity before and after implementation of the new computer software. (25)
5. Discuss the role of purchasing in supply chain management. (25)
6. Explain the following terms in relation to operations management;
  - (a) Competitive priority (5)
  - (b) Total productivity (5)
  - (c) Multifactor productivity (5)
  - (d) Process technology (5)
  - (e) Partial productivity (5)

*End of paper*