TEVETA

DIPLOMA IN BUSINESS ADMINISTRATION

LEVEL 6 YEAR II EXAMINATIONS

FINAL INTEGRATED SUMMATIVE EXAMINATIONS

SITTING: JULY/AUGUST 2025

SUBJECT: PRODUCTION AND OPERATIONS MANAGEMENT

TIME: THREE [3] HOURS **TOTAL MARKS: 100**

PASS MARK: 50

INSTRUCTIONS TO CANDIDATE

1. Write your Examination Number and National Registration Card Number on the answer booklet provided. Ensure to append your signature in the space provided on the answer booklet.
2. Write your SCRIPT SERIAL NUMBER on the examination register provided and the entry slip
3. There are Two (2) Sections in this paper, Section A and Section B.
4. Section A is compulsory.
5. Answer question Two (2) ans any other Three (3) questions in section B.
6. Each question carries twenty (20) marks
7. Cell phones and programmable calculators are not allowed in the examination room

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1.4 Which of the following tools is part of Materials Requirements Planning (MRP)? (2 marks)

a) SWOT Analysis
b) Bill of Materials (BOM)
c) Balance Sheet
d) PESTLE Analysis.

1.5 Which of the following is a key requirement for an effective stock control system? (2 marks)

a) Maximum advertising.
b) Accurate record keeping.
c) Manual billing.
d) Excess stock levels.

1.6 In Total Productive Maintenance (TPM), which type of maintenance involves scheduling based on time or usage? (2 marks)

a) Reactive maintenance.
b) Breakdown maintenance.
c) Preventive maintenance.
d) Emergency maintenance.

1.7 Which of the following is a core element of Total Quality Management (TQM)? (2 marks)

a) Profit maximization.
b) Employee involvement.
c) High inventory levels.
d) Rapid market expansion.

1.8 Quality working life is discouraged in organisations because it reduces productive time.

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QUESTION 4

a) Explain **Five (5)** roles of maintenance in Managing Production Operations.

(10 marks)

b) Mulenga intends to set up a wood manufacturing company which will use job type of production. He has forecasted that ordering materials would take 3 days, transporter would take 4 days and production 3 days for special Oak tables. Assuming that today is the last day of the month (February) and an order has been received which is required to be delivered on 12th March, 2025.

(i) Distinguish backward scheduling from forward scheduling. (4 marks)

(ii) Illustrate Mr. Mulenga's operations using back ward scheduling. (6 marks)

Total (20 marks)

QUESTION 5

a) GMK Engineering is in the process of improving its operations and has opted to undertake method study.

Explain **Six (6)** step that the GMK Engineering should follow. (12 marks)

b) KYU Fabricators (KF) is a specialized engineering company dealing in various sheet metal works. The company has engaged you to conduct a method study exercise so that standard operating procedures are documented. The following information relate to the operations that are involved in making component A of a product:

1 Pick steel template
2 Move to Drilling machine
3 Set-up machine
4 Drill the holes
5 Inspect the drilled holes
6 Put aside for next operator

Record the activities on a material type flow process chart. (8 marks)

Total (20 marks)

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