



CRAWFORD UNIVERSITY
DEPARTMENT OF ADMINISTRATION AND MANAGEMENT
HARMATTAN SEMESTER EXAMINATION 2017/2018
BUS 321: OPERATIONS AND PRODUCTION MANAGEMENT

TIME: 2½ hrs

Instructions: Answer any four (4) questions. All questions carry equal marks.

- 1a, The Japanese motivational style is assumed to be the best. How can Nigeria adopt the motivational styles. 10marks
- 1b, Write short notes on (i) Just- in Time concept, (ii) Jidoka. 5mark
Total 15marks
- 2a, Discuss with examples the goals of inventory control. 9marks
2b, Write on the criteria for process selection. 6marks
Total 15marks
- 3a An organization uses 4000 gallons of Dettol a year (D) the ordering cost is ₦200, (C) and holding cost (H) is ₦40 per gallon.
i, compute the optimal quantity Q and
ii, total cost of the order. 10marks
- 3b, Using a simple diagram explain product design. 5marks
Total 15marks
- 4a, The business environment is dynamic, and the manager is saddled with the challenge of making the right decisions. (i) What are his options in decision making? 3marks
(ii) write note on any 3 decision making options 12marks
Total 15marks
- 5a Using a labeled diagram, show the plan for an orange juice factory. 7marks
- 5b, Differentiate between a product layout and a process layout 4marks
- 5c, Elaborate on the criteria for an effective layout. 4marks
Total 15marks
6. Over a 5 day period, a wholesaler stocked Coca-Cola as follows, 3,500; 3,650; 3450; 3,600; and 3,500 for each day. Draw a table to (i) find the average stock per day. 5marks
(ii) determine if the economic order quantity is at equilibrium. 8marks
(ii) give reasons for your answer. 2marks
Total 15marks