



Private & Confidential

FACULTY OF BUSINESS

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) : _____

Course Code & Name : **MGT3124 OPERATIONS MANAGEMENT**
Semester & Year : January 2023 – April 2023
Lecturer/Examiner : Goh Poh Kim
Duration : 3 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 2 parts:
PART A (30 marks) : Answer all THIRTY (30) multiple-choice questions. Answers are to be written in the Multiple Choice Answer Sheet provided.
PART B (70 marks) : Answer all FOUR (4) problem solving questions. Answers are to be written in the Answer Booklet provided.
2. Candidates are not allowed to bring any unauthorised materials except writing equipment into the Examination Hall. Electronic dictionaries are strictly prohibited.
3. This question paper must be submitted along with all used and/or unused rough papers and/or graph paper (if any). Candidates are NOT allowed to take any examination materials out of the examination hall.
4. Only ballpoint pens are allowed to be used in answering the questions, with the exception of multiple choice questions, where 2B pencils are to be used.

WARNING: The University Examination Board (UEB) of BERJAYA University College regards cheating as a most serious offence and will not hesitate to mete out the appropriate punitive actions according to the severity of the offence committed, and in accordance with the clauses stipulated in the Students’ Handbook, up to and including expulsion from BERJAYA University College.

Total Number of pages = 8 (Including the cover page)

PART A : MULTIPLE-CHOICE QUESTIONS (30 MARKS)

INSTRUCTION(S) : Answer all **THIRTY (30)** multiple-choice questions. Answers are to be written in the Multiple-Choice Answer Sheet provided.

End of Part A

PART B : SHORT ANSWER QUESTIONS (70 MARKS)

INSTRUCTION(S) : Answer all **FOUR (4)** questions. Write your answers in the Answer Booklet(s) provided.

1. As a CEO of a multi-national company, discuss any **FIVE (5)** reasons to relocate your manufacturing facility to a new country.

(15 marks)

2. Operation Managers (OM) have many strategic decisions to be made in ensuring the operations are effective and efficient. Explain **FIVE (5)** strategic decisions.

(20 marks)

3. The following table shows a project's activities, preceding activities and the durations in week.

Activity	Preceding	Duration
A	--	2
B	A	2
C	A	1
D	A	4
E	C,D	5
F	B	8
G	C	3
H	F,G	5
I	E,H	1

a) Produce a PERT chart with the following elements: *Earliest start (ES), Earliest finish (EF), Latest start (LS), Latest finish (LF)*.

(18 marks)

b) Identify the critical path, if any.

(2 marks)

[Total = 20 marks]

4. Companies are facing many challenges especially in term of technology, globalisation, consumer expectation, quality and innovation.

Describe the above **FIVE (5)** current challenges in operations management (OM) that managers need to comprehend with examples.

(15 marks)

END OF EXAM PAPER