



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 : May 2022 – Aug 2022
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 = 9 (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. There are many factors involved when a company want to expand or relocate to a new location. Discuss **FIVE (5)** such factors. (15 marks)

2. “The main purpose of regular maintenance is to ensure that all equipment required for production are operating at 100% efficiency at all times. A superb maintenance program requires company-wide participation and support by everyone ranging from the top executives to the shop floor personnel”.

Based on the aforementioned statement, explain **FIVE (5)** reasons why it is crucial for everyone in the organization to be involved with Total Productive Maintenance (TPM)

(15 marks)

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

Activity	Preceding	Duration
A	--	9
B	A	2
C	A	12
D	A	5
E	B	6
F	B	8
G	C,F	3
H	D	2
I	H	8
J	G,I	6
K	E,J	2

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

(23 marks)

- b) Calculate the slacks and identify the critical paths.

(7 marks)

[Total = 30 marks]

4. There are many methods can be used by human resource of organisations to motivate and increase production of their staff. Discuss **FIVE (5)** such methods.

(10 marks)

END OF EXAM PAPER