

**FACULTY OF BUSINESS****FINAL EXAMINATION**Student ID (in Figures) : 

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Student ID (in Words) : \_\_\_\_\_  
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Course Code & Name : **MGT3124 OPERATIONS MANAGEMENT**  
Semester & Year : September – December 2020  
Lecturer/Examiner : Dr. Akram Al-Khaled  
Duration : 3 Hours

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**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.

**PART B**  
**INSTRUCTION(S)**

**: PROBLEM SOLVING QUESTIONS (70 MARKS)**

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

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**Question 1**

A work breakdown structure is a key project deliverable that organizes the team's work into manageable sections. Demonstrate a work breakdown structure and a project schedule as a Gantt Chart.

Discuss how they relate to each other.

(15 marks)

**Question 2**

The competitive environment requires dynamic design of layouts. A variety of techniques helps to achieve such flexibility.

Describe **FIVE (5)** types of layout strategies that are commonly used by operator in retail industry. Provide relevant examples to support your answer.

(20 marks)

**Question 3**

"Operations Management is the set of activities that creates value in the form of goods and services by transforming inputs into outputs".

Based on the above statement, explain **FIVE (5)** critical decisions of operations management.

(20 marks)

**Question 4**

"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, discuss why it is crucial for everyone in the organization to be involved with Total Productive Maintenance (TPM)

(15 marks)

**END OF EXAM PAPER**