

UNIVERSITY OF SWAZILAND
FACULTY OF COMMERCE
DEPARTMENT OF BUSINESS ADMINISTRATION
MAIN EXAMINATION
MAY 2017

TITLE OF THE PAPER : OPERATIONS MANAGEMENT 11

DEGREE : BACHELOR OF COMMERCE

COURSE : BA 439 AND BA 407 (IDE)

TIME ALLOWED : THREE (3 HOURS)

Instructions:

1. THIS PAPER CONSIST OF SECTION A AND SECTION B)
2. SECTION A IS CASE STUDY AND IT IS COMPULSORY QUESTION
3. ANSWER ANY TWO QUESTIONS FROM SECTION B

Note: You are reminded that in assessing your work, account will be given of accuracy of language and the general quality of expression, together with layout and presentation of your final answer.

THIS PAPER MUST NOT BE OPENED UNTIL THE INVIGILATOR HAS GRANTED THE PERMISSION

Section A – Compulsory

Question 1. Read the case and answer the questions thereafter

KFC Company was established in the United States of America in few decades ago. The company started as small family venture. The company has expanded and located in many countries globally.

Their strategy is that before the company locates in any location it has to take into consideration certain factors. KFC approaches location decisions depends on its size and nature or scope of its operation.

The general procedures for making location decision includes:-

- Decide on a criteria for evaluating locations
- Identify important factors to a decision
- Develop location alternatives
- Evaluate alternatives and choose

KFC found that each country carries its own set of potential factors and risks. Decision makers need to be clear on what are those benefits and risks as well as like-hood of occurrence so that they can make an informed judgment on whether the location is desirable. Factors that should be considered for foreign location includes regional factors, community considerations, multi plant strategies and site related factors.

- a. Identify and explain four regional factors that are considered by KFC when want to locate in any country in the world? **10 marks**
- b. Identify and explain any four community considerations KFC should undertake before opening the outlet in the foreign country. **10 marks**
- c. Identify and discuss five global location risks KFC normal encounters in the foreign locations. **20 marks**

Total Marks (40)

SECTION: ANSWER ANY THREE.**Question 2**

The University of Swaziland is a service provider. In its vision to be university of choice in Africa, Uniswa intends to improve its service quality. Identify and discuss five benefits of good quality and five consequences of poor quality? **20marks**

Question 3

Quality control is the process that evaluates output relatives to a standard and takes corrective action when the output does not meet the standard. Quality assurance relies on the inspections of batches of previous produced items refers to acceptance sampling. Inspection adds to the costs of the product or service and therefore it is important to restrict inspection effort.

- a. Identify and discuss five areas where to inspect in the manufacturing process? **20 marks**

Question 4

There are five elements of personnel and organizational that are important for lean system. Discuss the five elements of manufacturing company? **20 marks**

Question 5

Aggregate planning for manufacturing and services share the similarities in some respects, but there are important differences.

- a. Identify and discuss four differences between aggregate planning for manufacturing and service planning (**16 marks**)
- b. Identify and define two inputs and two output of master scheduling process (**4 marks**)

Total 20 Marks