

EASTERN UNIVERSITY SRI LANKA
FACULTY OF COMMERCE AND MANAGEMENT
FINAL YEAR SECOND SEMESTER EXAMINATION IN BACHELOR OF BUSINESS
ADMINISTRATION – 2017/2018 (June/July - 2020) (PROPER/REPEAT)

MGT 4043 Operations and Quality Management

Answer all five questions

Time: 03 hours

Q1

- a). *“Operations Strategy focuses on specific capabilities which give it a competitive edge.”*

Based on the above statement identify and describe the competitive priorities an organization should focus on.

(Marks 08)

- b). Define the term “product design” and describe the process to develop a product design.

(Marks 06)

- c). *“Supply chain partnerships require sharing information, risks, technologies, and opportunities.”*

Based on the above statement list and explain the critical factors in successful supply chain partnership Relations.

(Marks 06)

(Total Marks = 20)

Q2

- a). *“Just-in-Time (JIT) philosophy means getting the right quantity of goods at the right place and the right time.”*

Based on the above statement explain the role of Just-in-Time (JIT) in developing and enhancing the supplier relationship.

(Marks 07)

- b). *“Shiego Shingo, a Japanese JIT authority and engineer at the Toyota Motor Company identifies seven wastes as being the targets of continuous improvement in production process. By attending to these wastes, the improvement is achieved.”*

Based on the above view, identify and briefly explain the seven wastes.

(Marks 07)

- c). *“Three basic principles of forecasting are: forecasts are rarely perfect, are more accurate for groups than individual items, and are more accurate in the shorter term than longer time horizons.”*

Based on the above statement explain the main five steps in the forecasting process.

(Marks 06)

(Total Marks = 20)

Q3

- a). *“Facility location is the process of identifying the best geographic location for a service or production facility.”*

Based on the above view identify and explain the factors affecting location decisions.

(Marks 07)

- b). *“ERP is software designed for organizing and managing all business processes by sharing information across functional areas using a common database and a single computer system.”*

Based on the above statement explain the Benefits of ERP Implementation.

(Marks 06)

- c). *“Priority rules are used to make scheduling decisions. Rules related to due dates tend to minimize the maximum tardiness of the jobs.”*

Based on the above statement explain the commonly used priorities rules.

(Marks 07)

(Total Marks = 20)

Q4

- a). *“Quality affects all aspects of the organization and it has dramatic cost implications.”*

Based on the above statement, define the term “cost of quality” and explain the different types of cost of quality.

(Marks 10)

- b). *“Total Quality Management (TQM) Focuses on identifying quality problem root causes and is concerned with allowing those in the best position to see improvement potential to implement improvements”.*

Based on the above statement, define the term “Total Quality Management (TQM)” and explain the seven basic concepts of TQM Philosophy.

(Marks 10)

(Total Marks = 20)