

Assumption University - MBA
Comprehensive Examination Guideline
General Management - Operations Management (OM)

- Date & time : 28th June 2009, 1 hour
- Closed-book examination
- The paper consists of two parts :
 - PART A contains 2 compulsory questions all of which must be attempted.
 - PART B contains 5 questions two of which must be chosen.
- All questions are short questions with no calculations.
 - Answer in a clear, concise, and convincing paragraph for each question (i.e. no detailed discussion is required).
- Specify on the front cover of your answer book which two questions in PART B you have chosen to do.
 - Do not waste time doing more than two questions since extra questions will not get any more marks.
- Required textbook :
 - Heizer J. and Render B. *Operations Management*, 9th Edition, Pearson International Edition (Prentice Hall), 2009.

- Topics covered in examination

Topics	Chapter
Operations and Productivity <ul style="list-style-type: none"> • <i>Define OM, Goods VS Services,</i> • <i>10 OM decisions, Production VS Productivity</i> 	1
Operations Strategy in a Global Environment <ul style="list-style-type: none"> • <i>Mission VS Strategy,</i> • <i>Four global operations strategies</i> 	2
Managing Quality <ul style="list-style-type: none"> • <i>Cost of quality (COQ) – prevention, appraisal, internal, external</i> • <i>TQM concept & tools</i> 	6
Layout Strategies <ul style="list-style-type: none"> • <i>Warehousing & storage layouts</i> • <i>Work cells</i> 	9
Supply Chain Management <ul style="list-style-type: none"> • <i>Supply chain strategies – many suppliers, few suppliers, vertical integration, keiretsu, virtual companies</i> • <i>Logistic management</i> 	11
Material Requirements Planning (MRP) and ERP <ul style="list-style-type: none"> • <i>Aggregate planning, Disaggregation, MPS, MRP</i> • <i>ERP – concepts & benefits</i> 	14
JIT and Lean Operations <ul style="list-style-type: none"> • <i>Push VS Pull systems – Kanban</i> • <i>TPS VS lean operations</i> 	16
Maintenance and Reliability <ul style="list-style-type: none"> • <i>Define maintenance and reliability</i> • <i>Preventive VS breakdown maintenance</i> 	17

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