



JULIUS NYERERE SCHOOL OF SOCIAL SCIENCES

DEPARTMENT OF HUMAN RESOURCE MANAGEMENT

MASTER OF SCIENCE DEGREE IN HUMAN RESOURCE MANAGEMENT

LEVEL 1 SEMESTER 1

EXAMINATION QUESTION PAPER

MODULE CODE HRMM515

MODULE NARRATION OPERATIONS MANAGEMENT

DATE

DURATION 3 HOURS

INSTRUCTIONS TO CANDIDATES:

- 1. Answer section A and any two questions in section B.**
- 2. Section A carries 40 marks and each question in section B carries 30 marks.**
- 3. Questions may be answered in any order**

GREAT ZIMBABWE UNIVERSITY
EXAMINATIONS OFFICE
19 JUL 2024
P.O. BOX 1235, MASVINGO
ZIMBABWE
TEL: 092 411 1172

SECTION A

1. Read the case below and answer the questions that follow.

Mr. Lungisani, the director of the newly established manufacturing company, Godliwayo Pvt Ltd company based in Plumtree, intends to venture into the business of manufacturing school and household furniture and construction of buildings for both individuals and enterprises. He intends to make his company a major producer of furniture and construction company in Plumtree town. He is however pondering whether he is making a correct decision or not because he once established a construction company in Gweru which only did very well for the first two years, and later faced serious challenges which resulted in its demise. His previous company faced a number of operation challenges which resulted in pilferage of materials, low production and production of poor-quality goods. Mr Lungisani, the director of the new company suspects that most of the operation challenges his previous company faced were caused by the company's failure to employ the most appropriate production methods and the use of an ineffective inventory management system. The director feels that there are a number of areas which needs to be improved on or changed before the new company starts to manufacture and produce goods. Mr. Lungisani who is a marketing specialist by training and practice approaches you as an operations management specialist to advise him on the best manufacturing methods he should employ for the following tasks: a)

- i) Construction of houses for individuals (5)
- ii) Production of 2500 chairs and tables per month for 10 years for schools in Zimbabwe, (5)
- iii) Production of window putty for sale in Zimbabwe and the SADC region (10).

b) He has also requested you to advise him on how he should manage his inventory, , control quality and replenishment of raw materials. (20)

SECTION B

2. 'Plant and equipment maintenance management is a fundamental tool for the efficiency and effectiveness of a brick manufacturing company.' Discuss.
3. Using illustrative examples, discuss any two inventory management which a manufacturing company operating in an economically distressed environment can employ.
4. With reference to the principles of material handling, discuss any four key objectives of material handling for a manufacturing company.
5. 'Examine any four employee based techniques for improving productivity for a manufacturing firm in Zimbabwe.'

END OF EXAMINATION