


Course No: MAN3306
Course Title: Operation management
Date: 25/01/2015
No. of Questions: (4)
Time: 2hours
Using Calculator (Yes)

University of Palestine

Final Exam
1ST Semester 2014/2015
Total Grade:

Instructor Name: Fidaa Safi
Student No.: _____
Student Name: _____
College Name: Business and Finance
Dep. /Specialist: management-English
Using Dictionary (No)

Question 1: Put True or false:

(10 Marks)

1. External Distributors in supply chain management transport finished products to appropriate locations.()
2. traffic management arranging the movement of material from manufacturer to the customer.()
3. Vertical integration related to levels of insourcing or outsourcing products or services.()
4. Appraisal cost is the cost of scrape, rework, and material losses.()
5. Waste in just in time means anything that adds a value.()
6. Uniform Plant Loading means that the same mix of products is made every day in small quantities.()
7. JIT uses bottom-round management – consensus management by committees or teams.()
8. Forecasts are always perfect, and more accurate for grouped data than for individual items.()
9. Quantitative method in forecasting based on human judgment, opinions, and nonmathematical.()
10. Seasonality means any pattern that regularly repeats itself and is of a constant length.()

Question 2:

(20 Marks)

What is the difference between:

1. Vertical integration & Backward integration
2. Cause-and-Effect Diagrams & Flowcharts as tools for problem solving.
3. The Pull System & Push system in JIT philosophy.
4. Qualitative methods & Quantitative methods.
5. Project process & Batch process

Question 3:

(20 Marks)

Answer the Following questions:

1. Define the Bullwhip Effect, and what Causes are generated by?
2. Define quality.
3. Discuss the three elements of just in time.
4. Discuss the time series components.

**Question 4:****(10 Marks)**

Answer the Following question:

A maker of golf shirts has been tracking the relationship between sales and advertising dollars. Use linear regression to find out what sales might be if the company invested \$57,000 in advertising next year.

	Sales \$ (Y)	Adv.\$ (X)
1	130	32
2	151	52
3	150	50
4	158	55
5	?	57

End of Questions
Good Luck