



**UNIVERSITI KUALA LUMPUR
Malaysia France Institute**

**FINAL EXAMINATION
JANUARY 2011 SESSION**

SUBJECT CODE : FID 26402
SUBJECT TITLE : OPERATION AND SAFETY MANAGEMENT
LEVEL : DIPLOMA
TIME / DURATION : 9.00am – 11.00am
(2 HOURS)
DATE : 13 MAY 2011

INSTRUCTIONS TO CANDIDATES

1. Please read the instructions given in the question paper **CAREFULLY**.
2. This question paper is printed on both sides of the paper.
3. Please write your answers on the answer booklet provided.
4. Answer should be written in blue or black ink except for sketching, graphic and illustration.
5. This question paper consists of **TWO (2)** sections. Section A and B. Answer all questions in Section A. For Section B, answer two (2) questions only.
6. Answer all questions in English.

THERE ARE 3 PAGES OF QUESTIONS, EXCLUDING THIS PAGE.

SECTION A (Total: 60 marks)**INSTRUCTION: Answer ALL questions.****Please use the answer booklet provided.****Question 1**

- a. Briefly describe the term operations management ?
(4 marks)
- b. Define a tangible and intangible of product and services ?
(2 marks)
- c. Explain briefly the difference between a durable and nondurable good?
(4 marks)

Question 2

- a. List three (3) types of inventory producing good.
(3 marks)
- b. Describe three (4) important of inventory in manufacturing industry
(7 marks)

Question 3

- a. How can technology improve productivity?
(4 marks)
- b. Explain the differences between total, multifactor and partial-factor productivity measurement.
(6 marks)

Question 4

- a. Describe cost involves in an accident and state two (2) examples each.
(6 marks)
- b. List four (4) main objectives of Occupational Safety and Health Act 1994
(4 marks)

Question 5

Briefly describe and give example of the term below

i. Injury

(2.5 marks)

ii. Hazard

(2.5 marks)

iii. Risk

(2.5 marks)

iv. Near Miss

(2.5 marks)

Question 6

a. State three (3) reason why employees do not report an accident to the management

(6 marks)

b. Describe two (2) importance of risk assessment and how it is implemented ?

(4 marks)

SECTION B (Total: 40 marks)**INSTRUCTION: Answer two (2) questions only.****Please use the answer booklet provided.****Question 7**

A company that makes shopping carts for supermarket and other stores recently purchased some new equipment that reduces the labor content of the job needed to produce the shopping carts. Prior to buying the new equipment, the company used five workers, who produced an average of 80 carts per hour. Worker receives RM10 per hour, and machine cost was RM40 per hour. With the new equipment, it was possible to transfer one of the worker to another department, and equipment cost increased by RM10 per hour while output increased by four cart per hour.

- a. Compute labor productivity under each system. Use cart per worker per hour as the measure of labor productivity
(10 marks)
- b. Compute the multifactor productivity under each system. Use cart per RM cost (labor plus equipment) as the measure
(10 marks)

Question 8

Accident investigation is conducted to help prevent a recurrence of similar accident

- a. Explain five (5) benefit of an effective accident investigation
(10 marks)
- b. Explain who should conduct and be involved in an accident investigation.
(10 marks)

Question 9

It is duty of an employee to wear at all times any Personal Protective Equipment (PPE) provide by the Company. Describe the main types of PPE available and the condition under which each should be worn

(20 marks)

END OF QUESTION