

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

FOURTH YEAR EXAMINATION FOR THE AWARD OF DEGREE  
OF BACHELOR OF SCIENCE IN FOOD SCIENCE AND TECHNOLOGY

FOST 462: FOOD PLANT OPERATIONS MANAGEMENT  
STREAMS: B.Sc. FOST

TIME: 2 HOURS

DAY/DATE: THURSDAY 25/03/2021  
P.M.

11.30 A.M. – 1.30

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**INSTRUCTIONS:**

1. Answer **ALL** questions in Section A and any other **TWO** in section B

**SECTION A – ANSWER ALL QUESTIONS**

1. a) Discuss meaning of "Food plant Operations Management" (5 marks)  
b) Total quality management has different components, explain these components (4 marks)
2. Inventory can be stored in different warehouses, which strategies would you use to control the flow of inventory (6 marks)
3. a) Job specification causes boredom, discuss how this problem can be solved among employees (6 marks)  
b) Employment policies govern recruitment by management. Discuss the main policies of employment (4 marks)
4. Explain different ways in which a processor can work with suppliers without being manipulated (5 marks)

marks)

**SECTION B – ANSWER ANY TWO QUESTIONS**

5. Several considerations should be made before a food processing plant is set up
- (i) Discuss these considerations (10 marks)
  - (ii) By use of a diagram, explain a generalized food processing plant design (10 marks)
6. a) Online sales and marketing has gained popularity in the current generation. Discuss the advantages and disadvantages of this type of trade (10 marks)
- b) Explain the characteristics of e-commerce (5 marks)
  - c) How positively can a company benefit from e-procurement? (5 marks)
7. a) Forecasting is an essential part of a business. Discuss the main horizons you would consider during a forecast (6 marks)
- b) By use of a diagram, explain a product cycle from the inception stage. (4 marks)
  - c) Explain the following quantitative and qualitative methods of forecasting.
    - (i) Naïve approach (5 marks)
    - (ii) Customer Market survey (5 marks)
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