

Name: \_\_\_\_\_

ID number: \_\_\_\_\_

A PREVIOUS EXAM EXAMPLE



UNIVERSIDADE CATÓLICA PORTUGUESA

FACULDADE DE CIÊNCIAS ECONÓMICAS E EMPRESARIAIS

A PREVIOUS EXAM EXAMPLE

# Operations Management

*International Master of Science in Business Administration*

## **Duration 2h**

## **Important**

Write down your name and ID number on top of this page and on the answer sheet.

Write your answer in the space between the questions. If you need more space, continue on the other side on approximately the same level. Show all your work to allow partial credit if appropriate.

Use the answer sheet for drafting and trying your answers, and in the end use this answer sheet as a cover for your exam and notes that must be signed and turned in.

Budget your time. There will not be any extensions.

As specified before, you can use in the exam following: Calculator, dictionary, two sheets of paper A4 with notes of your free choice (you can use both sides, must be turned in with the exam)

*Good luck! / Boa sorte!*



**2. The ombudsman office** ( 10% )

The ombudsman office investigates 500 complaints per year, on average. On March 1 2009, they reported that the current number of complaints under investigation is 789. They claim that the average time to investigate a complaint is 5 months. Verify and comment this statement.





**5. MRP vs. EOQ** ( 10% )

The quantity of an item that your MRP system tells you to purchase next week is 5 times higher than the EOQ that you are using. Explain how can this happen. What do you do in this case?

**6. Forecasting and Statistical process control in OM** ( 10% )

Why are forecasting and statistical process control important for managing operations? In what way their relevance to Operations Management is similar, and in what way it is different?