

2803/301

INDUSTRIAL ORGANIZATION
MANAGEMENT II AND
QUALITY CONTROL II

Oct./Nov. 2021

Time: 3 hours

F.I.O.S. CLOTHING & TEXTILE
MANUFACTURE OF ADVANCED TECHNOLOGY
P. O. Box 1133 - 40100, KISUMU
Date:



THE KENYA NATIONAL EXAMINATIONS COUNCIL

DIPLOMA IN FASHION DESIGN AND CLOTHING TECHNOLOGY

MODULE III

INDUSTRIAL ORGANIZATION MANAGEMENT II AND QUALITY CONTROL II

3 hours

INSTRUCTIONS TO CANDIDATES

This paper consists of TWO sections; A and B.

Answer any THREE questions from section A and any TWO questions from section B in the answer booklet provided.

Maximum marks for each part of a question are as indicated.

Candidates should answer the questions in English.

This paper consists of 3 printed pages.

Candidates should check the question paper to ascertain that all the pages are printed as indicated and that no questions are missing.

SECTION A: INDUSTRIAL ORGANIZATION MANAGEMENT II (60 marks)

Answer any **THREE** questions from this section.

- 3
1. (a) Explain **four** grounds on which goods can be returned to the supplier. (8 marks)
- when the customer detect defects on the goods
- when the goods are not the actual order
- (b) Highlight the procedure for conducting method study. (9 marks)
when the goods have expired.
- (c) Outline **three** aims of minimising body movement during production. (3 marks)
- to avoid interference with the process
2. (a) Explain **four** factors which may determine the layout of a store. (8 marks)
- (b) Outline **six** ways of reducing industrial disputes. (6 marks)
- setting industrial relation courts
- (c) Describe **three** ways of attaining minimum motion during production. (6 marks)
ensure all the materials are readily available
using available resources
3. (a) Explain **three** objectives of conducting work measurement. (6 marks)
for easier calculation
the actual result
- (b) Explain **three** benefits of social services to workers. (6 marks)
- (c) Highlight **eight** characteristics of a competent shop steward. (8 marks)
4. (a) Describe **three** costs which can be incurred in waste management. (6 marks)
- (b) Explain **three** ways in which factory inspectors can enhance safety in industries. (6 marks)
- (c) (i) Explain the term 'specification'. (2 marks)
- (ii) Outline **three** benefits of setting specifications in a contract. (6 marks)
5. (a) Explain **three** situations when cost estimation is necessary. (6 marks)
when purchasing raw materials
Applying loan
writing budget
- (b) Explain **four** ways of maximising the use of storage space. (8 marks)
store equipment in order
store away from passage
proper ventilation
- (c) Highlight **six** functions of an office. (6 marks)
Organize routine
hold meetings
Send info
Record info
Receive info
Store data & records
store equipment on wheels
- To avoid accident*
save time
selecting a member of staff

SECTION B: QUALITY CONTROL II (40 marks)

Answer any **TWO** questions from this section.

6. (a) Explain **two** aims of involving all the members in an organization when implementing total quality control. (4 marks)
- (b) Outline **three** possible future trends in quality control. (6 marks)
- (c) Explain the following terms as used in quality control:
- (i) conformance; (2 marks)
 - (ii) tolerance; (2 marks)
 - (iii) acceptance sampling. (2 marks)
- (d) Explain **two** benefits of allowing tolerance in specifications. (4 marks)

7. A group of workers have voluntarily agreed to be meeting on a regular basis to address the declining quality of products.
- (a) Explain any **four** activities the group can engage in to reverse the trend. (8 marks)
- (b) Outline **four** benefits of such a group to the organization. (8 marks)
- (c) Describe **two** ways in which the management can strengthen the quality team. (4 marks)

8. (a) Explain the contribution of each of the following departments when developing a quality standard:
- (i) marketing; (2 marks)
 - (ii) production; (2 marks)
 - (iii) design. (2 marks)

- (b) Describe each of the following types of standards:
- (i) size and fit; *shld fit according to e size or measurements* (2 marks)
 - (ii) performance. *should perform its function (product) that includes e fasteners* (2 marks)
- (c) Explain **four** benefits of setting standards in a firm. (8 marks)
- (d) Outline the functions of each of the following in a final inspection process:
- (i) tape measure; (1 mark)
 - (ii) lens. (1 mark)

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