

2803/201
INDUSTRIAL ORGANIZATION,
MANAGEMENT I AND QUALITY
CONTROL I
June/ July 2022
Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

DIPLOMA IN FASHION DESIGN AND CLOTHING TECHNOLOGY

MODULE II

INDUSTRIAL ORGANIZATION, MANAGEMENT I AND
QUALITY CONTROL I

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 I (60 marks)

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

1. (a) (i) Outline **three** objectives of motivating workers. (3 marks)
(ii) Identify **four** external sources of motivation. (4 marks)
- (b) (i) Describe field trips as a method of sourcing for staff. (2 marks)
(ii) Outline **three** advantages of employment agencies. (3 marks)
- (c) Explain **four** objectives of co-ordination in an organization. (8 marks)
2. (a) Explain **five** ways of minimizing production cost. (10 marks)
- (b) Explain **five** factors to consider when selecting a material handling system. (10 marks)
3. (a) Management is both an act and a science. Explain this phrase. (4 marks)
- (b) With the aid of a labelled illustration describe a circular organisation chart for a large organisation. (10 marks)
- (c) Describe the following types of leaders:
 - (i) democratic; (2 marks)
 - (ii) autocratic; (2 marks)
 - (iii) laissez-faire. (2 marks)
4. (a) Outline **three** benefits of each of the following principles of management:
 - (i) division of labour; (3 marks)
 - (ii) equity. (3 marks)
- (b) Explain the following terms:
 - (i) planning; (2 marks)
 - (ii) forecasting; (2 marks)
 - (iii) controlling. (2 marks)
- (c) Explain **four** objectives of Production Management in a manufacturing firm. (8 marks)

5. (a) Explain **five** characteristics of a good material handling system. (10 marks)
- (b) Explain **three** objectives of communication in an organization. (6 marks)
- (c) Outline **four** objectives of a probation period for a new employee. (4 marks)

SECTION B: QUALITY CONTROL I (40 marks)

Answer any TWO questions from this section.

6. (a) Explain **five** ways of averting internal failure cost. (10 marks)
- (b) Describe **five** ways of attaining total quality production in an organization. (10 marks)
7. (a) Quality is a 'perception'. Explain this phrase citing **four** examples. (6 marks)
- (b) Distinguish between 'preventive cost' and 'appraisal cost'. Cite **two** examples in each case. (6 marks)
- (c) Explain **four** benefits of quality control in a manufacturing organization. (8 marks)
8. (a) Distinguish between 'product specifications' and 'manufacturing specifications'. (4 marks)
- (b) Outline **ten** product specifications for a classic pair of trousers. (10 marks)
- (c) Explain the following functions performed by supervisors in ensuring attainment of quality during garment production:
- (i) close monitoring; (2 marks)
- (ii) inspection; (2 marks)
- (iii) reporting. (2 marks)

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