

## Management & Production Planning

April 2009

N.B: **(1)** All questions are compulsory **(2)** Figures to the right indicate full marks. **(3)** Answer to the two sections should be written in the same answer book.

### Section I

- (1) Explain the meaning of any seven of the following term in not more than five lines each: (14)**  
(a) Order (b) scalar chain (c) Flat organisation (d) policy € game theory (f) job enrichment (g) decentralisation of authority (h) assessment centre (i) management audit (j) departmentation.
- (2) Answer any three of the following: (18)**  
(a) Is management an Art or Science? Discuss.  
(b) Discuss the contributions of scientific management in management.  
(c) Describe the process of planning  
(d) Explain the techniques of non-programmed decision making  
(e) Discuss the Graicunas theory relating to span of control  
(f) What is line and staff organisation? Explain its features.
- (3) Answer any three of the following: (18)**  
(a) Discuss the steps in selection procedure.  
(b) State and explain the types of interviews.  
(c) Describe the factors affecting motivation.  
(d) Define leadership? Explain the traits of a successful leader.  
(e) Explain any four types of traditional techniques of controlling  
(f) What is coordination? Examine the principle of coordination.

OR

- (3) Write short notes on any three of the following: (18)**  
(a) Steps in MBO  
(b) Formal and Informal organisation  
(c) Base of departmentation  
(d) Employment tests  
(e) Group discussion  
(f) Herzberg's Two Factor Theory.

### Section II

- (4) Explain the meaning of any seven of the following terms in not more than five lines each: (18)**  
(a) Human resource Planning  
(b) Refresher Training  
(c) Economic Order Quantity  
(d) 360 degree appraisal  
(e) Product Design  
(f) Flexible Manufacturing System  
(g) Labour Productivity  
(h) Statistical Quality control  
(i) Test Marketing  
(j) Mass Production.

**(5) Answer any three of the following: (18)**

- (a) What is Human Resource Development? Explain its scope
- (b) Describe off the job methods of training.
- (c) Explain any six methods of performance appraisal
- (d) What is production management? Explain its scope
- (e) What are the essential characteristics of a good product design?
- (f) Discuss in brief the methods of intermittent production system.

**(6) Answer any three of the following: (18)**

- (a) What is industrial productivity? Explain the techniques for improving the industrial productivity
- (b) What is ISO 9000? Explain the procedure to obtain ISO certification
- (c) What is Total Quality Management? Explain its features
- (d) Discuss the steps involved in Material Requirement Planning
- (e) What is inventory control? Explain 'inventory carrying cost' and 'stock out cost'
- (f) Explain the concept of Quality Circle and Quality Assurance

**OR**

**(6) Write short notes on any three of the following: (18)**

- (a) Factors governing plant location
- (b) Dimensions of quality
- (c) Human Resource Accounting
- (d) Limitations of performance appraisal
- (e) Routing and scheduling
- (f) Perpetual inventory control.