

Name: _____ Index No. _____

1521/202

1522/202

1601/202

1602/202

Candidate's Signature: _____

WORKSHOP ORGANIZATION AND MANAGEMENT

Oct./Nov. 2014

Time: 3 hours

Date: _____



THE KENYA NATIONAL EXAMINATIONS COUNCIL

**CRAFT CERTIFICATE IN ELECTRICAL AND ELECTRONICS ENGINEERING
(POWER OPTION)
(TELECOMMUNICATION OPTION)
MODULE II**

WORKSHOP ORGANIZATION AND MANAGEMENT

3 hours

INSTRUCTIONS TO CANDIDATES

- Write your name and index number in the spaces provided above.
- Sign and write the date of the examination in the spaces provided above.
- You should have Mathematical tables/Scientific calculator for this examination.
- This paper consists of **EIGHT** questions.
- Answer any **FIVE** questions in the spaces provided in this question paper.
- Maximum marks for each part of a question are as shown.
- Do **NOT** remove any pages from this booklet.
- Candidates should answer the questions in English.

For Examiner's Use Only

Question						TOTAL SCORE
Candidate's Score						

This paper consists of 16 printed pages.

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

1. (a) Outline **five** indicators of a poor plant layout in an organization. (5 marks)
(b) Peter Drucker advocates for 'Management by objectives'. State **five** advantages of this kind of management. (5 marks)
(c) Explain **five** reasons that make inspection an important function in the process of production. (10 marks)
2. (a) State **four** disadvantages of excess inventory in an organization. (4 marks)
(b) Explain the purpose of each of the following functions of production planning and control;
(i) routing;
(ii) loading;
(iii) follow up. (6 marks)
(c) Organizing is an important function of management. Explain **five** reasons that may justify this statement. (10 marks)
3. (a) State **five** disadvantages of using the floor method of inspection in a manufacturing firm. (5 marks)
(b) Outline **five** measures that the management of an organization may take in order to motivate its staff. (5 marks)
(c) Explain **five** factors that an organization may consider when selecting a method of distribution for its products. (10 marks)
4. (a) The management of Denys Enterprises would like to respond to a tender notice which has been placed in one of the local dailies. Outline **five** factors that the management should consider before submitting the bid documents. (5 marks)
(b) State **five** characteristics of batch production. (5 marks)
(c) Explain **five** objectives that work measurement seeks to achieve in an organization. (10 marks)
5. (a) Explain the meaning of the term marketing as used in a business organization. (2 marks)
(b) Outline **four** differences between inspection and quality control as applied in a workshop. (8 marks)
(c) Explain **five** functions of the purchasing department in an organization. (10 marks)

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- This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins or other markings on the paper.