

1521/202      1601/202

1522/202      1602/202

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**WORKSHOP ORGANIZATION AND  
MANAGEMENT**

**Oct./Nov. 2017**

**Time: 3 hours**



**THE KENYA NATIONAL EXAMINATIONS COUNCIL**

**CRAFT CERTIFICATE ELECTRICAL AND ELECTRONICS TECHNOLOGY  
(POWER OPTION)  
(TELECOMMUNICATION OPTION)  
(INSTRUMENTATION OPTION)**

**MODULE II**

**WORKSHOP ORGANIZATION AND MANAGEMENT**

**3 hours**

**INSTRUCTIONS TO CANDIDATES**

*This paper consists of EIGHT questions.*

*Answer FIVE questions in the answer booklet.*

*All questions carry equal marks.*

*Maximum marks for each part of a question are as shown.*

*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.**



1. (a) Explain **four** benefits of good industrial management. (8 marks)  
 (b) Outline **four** functions that should be performed in the dispatching stage of production planning and control. (4 marks)  
 (c) Explain **four** differences between production on order and production for stocking. (8 marks)
2. (a) Outline **six** shortcomings on the part of management that may lead to excess work content in a factory. (6 marks)  
 (b) Explain **four** factors that may influence the quality of electrical appliances produced by a manufacturer. (8 marks)  
 (c) The cost of direct materials at Naton Engineers Limited has become too high. Explain **three** measures that the management may take to minimise this cost. (6 marks)
3. (a) Explain **three** personal factors that affect consumer behaviour. (6 marks)  
 (b) Salesmen may be remunerated using different methods. Explain **four** such methods. (8 marks)  
 (c) Outline **six** ways through which trade unions seek to achieve their objectives. (6 marks)
4. (a) Certain conditions should be met for the bonus system of wage payment to be successful. Explain **five** of these conditions. (10 marks)  
 (b) Outline **four** features of a public Limited Company. (4 marks)  
 (c) In relation to the Law of Contract, explain **three** ways through which an offer may be terminated. (6 marks)
5. (a) Kaplan Electricals Limited finds it difficult to achieve 100% of their production targets. Outline **four** factors that may account for this failure to achieve targets. (4 marks)  
 (b) Explain **four** advantages of a product plant layout. (8 marks)  
 (c) Explain **four** measures that should be taken by the production and material management section to avoid stock build-up in a manufacturing plant. (8 marks)
6. (a) Work study officers find it difficult to measure the work of clerical office staff. Explain **four** reasons that may account for such difficulty. (8 marks)  
 (b) Explain **four** limitations of using centralised inspection in an organization. (8 marks)  
 (c) Outline **four** purposes of cost estimation. (4 marks)

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- 1
- (a) Explain **five** reasons that make it difficult for small business enterprises to get bank loans. (10 marks)
- (b) Explain **three** defences available to a person who is being sued for nuisance. (6 marks)  
*law of tort - law of contract -*
- (c) Outline **four** benefits of long term planning in a manufacturing plant. (4 marks)  
*Production is high - the bank knows of goods - no shortage of products - the production can be easily sold*
8. (a) Two workmen engaged on a forging hammer complete 20 connecting rod per day each weighing 4 kgs. The workmen are paid at the rate of Ksh. 50 and Ksh. 30 per day. Material cost is Ksh. 20 per kg. 140% of direct labour is charged to compensate for both factory overheads and administrative expenses. Calculate the per unit cost of production of these rods. (12 marks)
- (b) Explain the advantages of having retailers in the distribution channel. (8 marks)

*Workmen*  
 2  
*connecting rod*  
 20  
*weighing*  
 4kg

*know*  
*from*  
*much*  
*6 13 x 62 = 796*  
*616*

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