

Name \_\_\_\_\_

Index No. \_\_\_\_\_ / \_\_\_\_\_

1521-22-23/202

1601-02-03/202

WORKSHOP ORGANIZATION AND  
MANAGEMENT

Oct/Nov 2012

Time: 3 hours

Candidate's signature \_\_\_\_\_

Date \_\_\_\_\_



THE KENYA NATIONAL EXAMINATIONS COUNCIL

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

WORKSHOP ORGANIZATION AND MANAGEMENT

3 hours

**INSTRUCTIONS TO CANDIDATES***Write your name and index number in spaces provided above.**Sign and write the date of the examination in the spaces provided above.**You should have the following for this examination.**Mathematical tables/Scientific calculator.**Answer any FIVE of the following EIGHT questions in this paper.**Answers ALL questions in the spaces provided in this question paper.**All questions carry equal marks. Maximum marks for each part of a question are as shown.***For Examiner's Use Only**

Question	1	2	3	4	5	6	7	8	TOTAL
Marks									

**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) With respect to business organizations;
- (i) Define the term 'management'.
  - (ii) State the **three** levels of management. (6 marks)
- (b) Explain the following functions of management.
- (i) Staffing.
  - (ii) Directing.
  - (iii) Controlling. (9 marks)
- (c) State any **five** principles of management as developed by Henri Fayol. (5 marks)
2. (a) (i) Explain the term 'work stay' as used in a manufacturing industry.
- (ii) List any **five** steps involved in assessing the time a job should be done. (8 marks)
- (b) Describe any **three** steps of method study in a business organization. (9 marks)
- (c) Explain what is meant by standard time in manufacturing. (3 marks)
3. (a) Draw a labelled block diagram of a production system. (4 marks)
- (b) Differentiate between production planning and production control. (5 marks)
- (c) State any **five** steps involved in production planning in an industry. (5 marks)
- (d) Describe the following functions of production planning and control.
- (i) Routing;
  - (ii) Loading;
  - (iii) Dispatching. (6 marks)
4. (a) (i) Define the term 'Quality Control' with respect to product manufacturing.
- (ii) State any;
- I. **Five** advantages of having a "Quality control system.
  - II. **Two** areas where inspection can be carried out in a manufacturing industry. (10 marks)



- (b) (i) Explain the term 'inspection' with respect to quality control in a production system.
- (ii) State any **four** advantages of floor inspection. (6 marks)
- (c) Explain the following quality inspection methods:
- (i) Inspection of product design.
- (ii) Inspection of the design process. (4 marks)
5. (a) (i) Define the term 'procurement' as used in a business organization.
- (ii) Outline any **four** steps involved in a procurement life cycle in modern business. (6 marks)
- (b) Describe the key elements of the purchasing process. (4 marks)
- (c) With respect to business operation;
- (i) Explain the importance of stock control.
- (ii) State **three** types of stock that a business can hold.
- (iii) List any **four** effects of overstocking. (10 marks)
6. (a) (i) Explain the importance of having good industrial relations in a working environment.
- (ii) State any **four** ways of settling industrial disputes. (7 marks)
- (b) (i) State any **five** component changes of memorandum of association in the formation of a company.
- (ii) Differentiate between registered and statutory companies. (8 marks)
- (c) List any **five** elements of a contract. (5 marks)
7. (a) (i) Define the term 'marketing'.
- (ii) List any **four** functions of marketing.
- (iii) Explain the importance market segmentation. (8 marks)

