

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)

