

Name: _____ Index No. _____ / _____

1521/202 1601/202

1522/202 1602/202

**WORKSHOP ORGANIZATION AND
MANAGEMENT**

Oct./Nov. 2015

Time: 3 hours

Candidate's Signature: _____

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.

*This paper consists of **EIGHT** questions.*

*Answer any **FIVE** questions in the spaces provided in this question paper.*

All questions carry equal marks.

*Do **NOT** remove any pages from this booklet.*

Candidates should answer the questions in English.

For Examiner's Use Only

Question	1	2	3	4	5	6	7	8	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.**

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1. (a) Outline **five** advantages of good production planning and control to a producer. (5 marks)
- (b) State **five** objectives that work study may seek to achieve in an organisation. (5 marks)
- (c) Explain **five** benefits that a manufacturing firm may derive from having a good industrial organisation. (10 marks)
2. (a) State **five** product considerations that should be made when determining a suitable channel of distribution. (5 marks)
- (b) Outline **five** guidelines that should be followed when making a plant layout for an industrial unit. (5 marks)
- (c) Explain **five** advantages of using a centralized purchasing system in an organisation. (10 marks)
3. (a) Outline **six** characteristics of batch system of production. (6 marks)
- (b) State **six** factors that may influence plant layout of an organisation. (6 marks)
- (c) Motivation is a key function of management in an organisation. Explain **four** reasons that may justify this statement. (8 marks)
4. (a) Mwanza, Baraka and Bob are engineering graduates who would like to start a business as partners. Outline **five** details that may be included in their partnership deed. (5 marks)
- (b) Outline **five** responsibilities of a purchasing manager in a manufacturing firm. (5 marks)
- (c) Most organisations prefer single storey buildings for the location of factories. Explain **five** reasons for this preference. (10 marks)
5. (a) Amani Enterprises practices good industrial relations. State **five** benefits that the enterprise may derive from this practice. (5 marks)
- (b) Outline **five** factors that may be considered when choosing a method of inspection in an engineering firm. (5 marks)
- (c) Explain **five** functions of the Quality Control Department in an organisation. (10 marks)



6. (a) Explain **three** reasons that may lead to delay in factory production. (6 marks)
- (b) State **six** characteristics of a good grievance handling procedure. (6 marks)
- (c) Outline **eight** factors that may influence the selection of a location for a plant. (8 marks)
7. (a) Explain **two** social factors that may affect consumer buying behaviour. (4 marks)
- (b) The management of Baraka Enterprises would like to carry out a promotion for one of its products. State **four** factors that may be considered when choosing the method of promotion. (4 marks)
- (c) Explain **six** advantages of using piece rate system to pay employees. (12 marks)
8. (a) Explain each of the following approaches to greater work motivation as suggested by Fredrick Herzberg;
- (i) job enrichment; (2 marks)
- (ii) job rotation. (2 marks)
- (b) (i) Distinguish between direct and indirect costs in a manufacturing plant. (4 marks)
- (ii) Identify **two** examples in each of the cases in Question 3 b (i). (2 marks)
- (c) Explain **five** elements of a valid contract. (10 marks)

