

1521/202 1601/202

1522/202 1602/202

1523/202 1603/202

**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. Poor of int. is applied
2. Good management
3. Relationship
4. Recognition

- 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. *1. Quality of the product* (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. *1. Lack of production control
2. Lack of production planning
3. Lack of electrical materials* (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. *1. Price
2. Quality
3. Reliability* (6 marks)
- (b) Salesmen may be remunerated using different methods. Explain **four** such methods. *1. Direct
2. Indirect
3. Salary
4. Bonus* (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. *1. Less work in progress
2. Lower quality production
3. Less handling
4. Lack of planning
5. Poor ventilation* (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)

Quantity

(a) the capital-intensive nature of the industry
 (b) unregistered business
 (c) high turnover of assets
 (d) Insufficient collateral
 (e) poor credit history
 (f) easy to start up

7. (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)
- (c) Outline four benefits of long term planning in a manufacturing plant. (4 marks)
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)

Law of tort
Law of contract

Production is high
there are no wastage of products - the production can be easily stored

Workmen 2
 connecting rod 20
 weighing 4kg

6.15 x 62 = 381.6
 6.16

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