

1521/202, 1601/202

1522/202, 1602/202

1523/202, 1603/202

**WORKSHOP ORGANIZATION AND  
MANAGEMENT**

**June/July 2023**

**Time: 3 hours**



**THE KENYA NATIONAL EXAMINATIONS COUNCIL**

**CRAFT CERTIFICATE IN 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 any FIVE questions in the answer booklet provided.*

*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 4 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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**Turn over**

1. (a) List **five** responsibilities of management in an organisation. (5 marks)
- (b) (i) Explain the meaning of 'forecasting'.  
(ii) Outline **five** objectives of short-term forecasting in the production industry. (7 marks)
- (c) Outline **six** contributions of Peter Drucker to modern day management systems. (6 marks)
- (d) State **two** advantages of industrialization to a country. (2 marks)
2. (a) (i) Explain the role of production planning and control in a manufacturing firm.  
(ii) State **five** factors that may cause delay in production. (7 marks)
- (b) Describe the following steps in production planning and control:  
(i) planning;  
(ii) loading;  
(iii) dispatching;  
(iv) follow-up. (8 marks)
- (c) (i) Explain the meaning of 'manufacturing work order'.  
(ii) Outline the information recorded in the work order in 2c(i). (5 marks)
3. (a) (i) Explain 'plant layout'.  
(ii) List **four** factors which affect plant layout. (6 marks)
- (b) Describe the following allowances offered in work measurement:  
(i) interference allowance;  
(ii) relaxation allowance;  
(iii) process allowance. (6 marks)

(c) A work sampling study showed that 17% of work in a week of 48 hours was consumed by avoidable delays. Each time an observation was made the operator was rated and the average rating was found to be 105%. If 200 units were produced by the operator during this period, determine the:

- (i) actual time worked;
- (ii) time to make one unit;
- (iii) standard time.

(8 marks)

4. (a) Outline **five** benefits obtained from an effective quality control system. (5 marks)

(b) List **four** quality control tools used in production activities. (4 marks)

(c) (i) Explain the meaning of the term 'inspection'.

(ii) Explain **six** functions of inspection in a manufacturing company. (8 marks)

(d) State **three** methods of inspection that may be adopted in a manufacturing firm. (3 marks)

5. (a) (i) Explain the meaning of the term 'procurement'.  
(ii) Outline **four** elements of an end-to-end procurement process. (6 marks)

(b) (i) Define 'job costing'.  
(ii) Explain **four** advantages of job costing to a workshop. (6 marks)

(c) List **four** categories of stores found in a manufacturing firm. (4 marks)

(d) Outline **four** documents that may be used in the tendering process. (4 marks)

6. (a) List **six** aspects of trade that may be marketed in modern day economics. (6 marks)

(b) (i) Explain the term 'promotion' with reference to marketing.

(ii) Outline **six** product promotion methods that may be used by a firm. (8 marks)

(c) Explain the ways in which each of the following factors affect consumer behaviour:

- (i) social factors;
- (ii) cultural factors;
- (iii) personal factors.

(6 marks)

*A1* (a) Outline **five** contents of a partnership deed. (5 marks)

(b) (i) Describe the term 'public limited company'.

(ii) List **four** sources of finance for a public company.

(6 marks)

(c) Outline **five** elements of a valid contract. (5 marks)

(d) (i) Explain the meaning of 'negotiable instrument'.

(ii) State **two** types of instruments in 7d(i).

(4 marks)

8. (a) List **five** weaknesses of trade unions in developing countries. (5 marks)

(b) (i) Explain the meaning of the term 'industrial dispute'.

(ii) Outline **four** forms of industrial action.

(6 marks)

(c) Outline **four** aspects of working conditions in an industry. (4 marks)

(d) (i) Describe 'fringe benefits'.

(ii) List **three** examples of fringe benefits that can be offered in a manufacturing firm.

(5 marks)

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