

16.2.0 WORKSHOP ORGANISATION AND MANAGEMENT

16.2.1 Introduction

This module unit is intended to equip the trainee with knowledge, skills and attitudes relating to management of resources production, marketing and industrial relations.

16.2.2 General Objectives

By the end of the module unit, the trainee should be able to:

- a) appreciate importance of proper management methods.
- b) apply management skills
- c) embrace quality control and inspection checks
- d) demonstrate understanding of company law and industrial relations
- e) demonstrate acquired proper marketing skills

16.2.3 Module Unit Summary and Time Allocation

Code	Sub-Module Unit	Content	Time (Hrs)
16.2.01	Management Concepts	<ul style="list-style-type: none">• Definition of terms in management concepts• Types of organisation structures• Functions of management• Contribution of pioneers of management• Role of industry in society	6
16.2.02	Production, Planning and Control	<ul style="list-style-type: none">• Distinction between production, planning and control• Types of production, planning and control• Objectives of production, planning and control• Documents in production, planning and control• Stages in production, planning and control• Factors to maximize productivity	6
16.2.03	Work Study	<ul style="list-style-type: none">• Definition of work-study• Techniques of work-study• Objectives of work-study	8

		<ul style="list-style-type: none"> • Operating time and comparative processes cost • Factors affecting plant and machinery layout 	
16.2.04	Quality Control and Inspection	<ul style="list-style-type: none"> • Principles of quality control • Objectives of inspection • Importance of inspection • Inspection methods 	6
16.2.05	Procurement	<ul style="list-style-type: none"> • Direct costs • Indirect costs • Job costing • Functions of purchasing • Elements of stock control • Tendering process 	4
16.2.06	Marketing	<ul style="list-style-type: none"> • Definition of marketing • Importance of marketing • Distribution and sales promotion methods • Factors determining consumer behaviour 	6
16.2.07	Company Law and Industrial Relations	<ul style="list-style-type: none"> • Legislation of a company • Law of contracts • Law of torts • Historical development of industry • Legal requirements of industry in Kenya • Wages and working conditions 	8
Total Time			44

16.2.01 MANAGEMENT CONCEPTS

Theory

16.2.01T Specific Objectives

By the end of the sub-module unit, the trainee should be able to:

- a) Define terms in management concepts
- b) Explain types of organisation structures
- c) outline functions of management
- d) explain the contributions of the pioneers of management in the development of management
- e) explain the role of industry in the society.

16.2.01C Competence

The trainee should have the ability to:

- i) display knowledge of the management structure in his/her place of work
- ii) create good organization structure in place of work
- iii) display management skills in place of work

Content

- 16.2.01T1 Definition of terms in management concepts
 - i) management
 - ii) organisation
- 16.2.01T2 Types of organisation structures
- 16.2.01T3 Functions of management
 - i) forecasting
 - ii) planning
 - iii) organizing
 - iv) motivating
 - v) coordinating
 - vi) controlling
- 16.2.01T4 Contribution of pioneers of management
 - i) Peter Drucker
 - ii) Rensis
 - iii) Chris Argyris
 - iv) Herzberg
- 16.2.01T5 Role of industry in the society
 - i) social services
 - schools
 - playgrounds
 - hospitals

Suggested Teaching/ Learning resources

- Audio visual aids
- Journals
- magazines

16.2.02 PRODUCTION PLANNING AND CONTROL

Theory

16.2.02T *Specific Objectives*

By the end of the sub-module unit, the trainee should be able to:

- a) distinguish between production planning and control
- b) explain types and objectives of production planning and control
- c) state documents required in production planning and control
- d) explain stages of production planning and control
- e) explain the factors which maximize productivity.

16.2.01C Competence

The trainee should have the ability to:

- i) select suitable production methods
- ii) employ production, planning and control documents
- iii) select plant and machinery layout

Content

16.2.02T1 Distinction between production planning and control

16.2.02T2 Types and objectives of production, planning and control

- i) Types
 - job
 - batch
- ii) Process
 - plan
 - charts
 - job tickets
- iii) Objectives
 - delivery dates
 - continuous production
 - effective use of manpower and equipment
 - prevention of bottle necks
 - raw materials and work in progress

16.2.02T3 Documents in production, planning and control

- i) work order (route card)
- ii) demand note
- iii) control sheet
- iv) delivery notes
- v) progress or make notes

16.2.02T4 Stages in production, planning and control

- i) scheduling
- ii) loading materials
- iii) routing
- iv) processing
- v) dispatching

16.2.02T5 Maximum productivity

- i) sales and marketing
- ii) market research
- iii) production efficiency

- iv) employees motivation
- v) plant and machinery in use

Suggested Teaching/Learning Resources

- Production, planning and control documents

16.2.03 WORK STUDY

Theory

16.2.03T *Specific Objectives*

- By the end of the sub-module unit, the trainee should be able to:
- a) define work study
 - b) explain techniques of work study
 - c) state objectives of work study
 - d) compare between operating times and comparative costs of the processes
 - e) state factors considered for plant and machinery layout

Content

16.2.03T1 Definition of work-study

16.2.03T2 Techniques of work-study

- i) method study
- ii) work measurement

16.2.3T3 Objectives of work-study

- i) productivity

- ii) costs
- iii) labour
- iv) materials
- v) machines
- vi) layout

16.2.3T4 Operating time and comparative cost of the processes

- i) Standard times
- ii) Experience of operators
- iii) Power consumption

16.2.3T5 Factors considered for plant and machinery layout

- i) Type and purpose of machines
- ii) Size and cost
- iii) Space
- iv) Flow of materials
- v) Transport entry and exit
- vi) Power and water resource
- vii) Noise segregation

Suggested Teaching/Learning Resources

- Audio displays
- Visit to operational plants
- Work documents

16.2.04 QUALITY CONTROL AND INSPECTION

Theory

16.2.04T *Specific Objectives*

By the end of the sub-module unit, the trainee should be able to:

- a) describe the principles of quality control
- b) explain the objectives of inspection
- c) explain the importance of inspection
- d) describe inspection methods

Content

16.2.4T1 Principles of quality control

16.2.4T2 Objectives of inspection

- i) efficiency
- ii) dimension
- iii) appearance
- iv) durability

16.2.4T3 Importance of inspection

- i) reputation
- ii) avoidance of unnecessary work
- iii) incentive payment
- iv) location of faults and avoidance of poor workmanship

16.2.4T4 Inspection methods

- i) floor inspection
- ii) central inspection
- iii) final inspection

Suggested Teaching/ Learning Resources

- Audio displays
- Industrial trips
- Quality control manuals

16.2.05 PROCUREMENT

Theory

16.2.05T *Specific Objectives*

By the end of the sub module unit, the trainee should be able to:

- a) distinguish between direct and indirect costs
- b) carry out job costing
- c) explain functions of purchasing
- d) explain elements of stock control
- e) explain tendering processes

16.2.05C Competence

The trainee should have the ability to:

- i) estimate cost of work
- ii) complete tendering process
- iii) enter into contract
- iv) procure material required for specific contract

Content

16.2.05T1 Direct and indirect costs

- i) direct costs
 - materials
 - labour
 - direct expenses

- ii) indirect costs
 - storage
 - selling
 - distribution
 - administration
- 16.2.05T2 Calculation of cost of jobs
 - i) direct costs
 - ii) indirect costs
 - iii) total cost
- 16.2.05T3 Purchasing functions
 - i) coordination
 - ii) factors controlling purchasing
 - iii) purchasing networks
 - iv) quality of a purchasing office
- 16.2.05T4 Stock control elements
 - i) scope of stock control
 - ii) stores procedure
 - iii) principles of stores layout
- 16.2.05T5 Tendering processes
 - i) forms of tender
 - ii) methods of tendering
 - iii) bid documents
 - iv) evaluation of bid documents
 - v) submission of bid documents
 - vi) legislation governing tendering
 - vii) legal contracts

Suggested Teaching/Learning Resources

- purchasing documents
- tender documents

16.2.06 MARKETING

- 16.2.06T *Specific Objectives*
By the end of the sub module unit, the trainee should be able to:
- a) define the term marketing
 - b) explain the importance of marketing
 - c) explain methods of distribution and sale promotions
 - d) describe factors affecting consumer behaviour

16.2.06C Competence

The trainee should have the ability to create promotion material to enhance sales of various commodities

Content

- 16.2.06T1 Definition of marketing
- 16.2.06T2 Importance of marketing
- 16.2.06T3 Distribution and sales promotions methods
- 16.2.06T4 Factors that determine consumer behaviour

Suggested Teaching/Learning Resources

- marketing manuals
- advertising documents

16.2.07 COMPANY LAW AND INDUSTRIAL RELATIONS

Theory

- 16.2.07T *Specific Objectives*
By the end of the module unit, the trainee should be able to:
- a) explain the legislation of a company
 - b) explain law of contracts
 - c) explain law of torts
 - d) discuss historical development of industry
 - e) state legal requirements of industry in Kenya
 - f) explain wages and working condition in industry

16.2.07C Competence

The trainee should have the ability to:

- i) negotiate industrial disputes
- ii) formulate wages and salaries

Contents

- 16.2.07T1 Legislation of a company
- i) company formation
 - ii) types of businesses
 - iii) limited liability
 - iv) partnership
 - v) sole proprietorship
 - vi) methods of raising capital

vii) registration of company

16.2.07T2 Law of contracts

- i) nature of contract
- ii) type of contract
- iii) void
- iv) valid contract
- v) element of a contract
- vi) mutilating factors
- vii) privacy of contracts
- viii) negotiable instruments
- ix) discharge of contracts
- x) remedies

16.2.07T3 Law of torts

- i) elements of torts
- ii) defence of tort
- iii) parties to tort
- iv) vicarious liability
- v) occupier's liability
- vi) strict liability
- vii) special torts
- viii) remedies for torts
- ix) limitation of action

16.2.07T4 Historical development of industry

- i) evolution of trade union movement
- ii) pioneers of trade union movement
- iii) industrial disputes
- iv) procedure for solving industrial disputes

16.2.07T5 Legal requirement for industry

- i) Occupation Safety and Health Act (OSHA)

- ii) Workman's Injury and Benefits Act (WIBA)

16.2.07T6 Wages and working conditions

- i) wages
- ii) types of remuneration
- iii) guidelines for establishing salaries and wages
- iv) common remuneration systems

- v) working conditions
- vi) condition of employment
- vii) fringe benefits

Suggested Teaching/Learning Resources

- i) Charts on function of COTU, PRE and ILO
- ii) OSHA
- iii) WIBA

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