

Name: _____ Index No: _____

2803/201
INDUSTRIAL ORGANIZATION,
MANAGEMENT I AND QUALITY
CONTROL I
Oct./Nov. 2015
Time: 3 hours

Candidate's Signature: _____
Date: _____

HEAD OF DEPARTMENT
CLOTHING & TEXTILES



THE KENYA NATIONAL EXAMINATIONS COUNCIL

DIPLOMA IN FASHION DESIGN AND CLOTHING TECHNOLOGY
MODULE II

INDUSTRIAL ORGANIZATION, MANAGEMENT I AND
QUALITY CONTROL I

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 TWO sections; A and B.

Answer any THREE questions from section A and any TWO questions from section B in the spaces provided in this question paper.

Candidates should answer the questions in English.

For Examiner's Use Only

Section	Question	Maximum Score	Candidate's Score
A		20	
		20	
		20	
B		20	
		20	
Total Score			

This paper consists of 20 printed pages.

Candidates should check the question paper to ascertain that all the pages are printed as indicated and that no questions are missing.

SECTION A: INDUSTRIAL ORGANIZATION AND MANAGEMENT I (60 marks)

Answer any THREE questions from this section.

1. (a) Explain the following terms as used in production:
- (i) manufacturing capacity; (2 marks)
 - (ii) down time; (2 marks)
 - (iii) material handling. (2 marks)
 - (iv) production. (2 marks)
- (b) Highlight **four** assumptions of each of the following theories according to McGregor:
- (i) theory X; (6 marks)
 - (ii) theory Y. (6 marks)
2. (a) Outline **six** reasons for each of the following:
- (i) promotion; (6 marks)
 - (ii) transfer. (6 marks)
- (b) Explain **two** indicators of under utilization in each of the following resources:
- (i) labour; (4 marks)
 - (ii) raw materials. (4 marks)
3. (a) Explain **five** factors which affect productivity. (10 marks)
- (b) Highlight **five** disadvantages of each of the following:
- (i) bespoke production; (5 marks)
 - (ii) mass production. (5 marks)
4. (a) Explain the following principles of management:
- (i) remuneration of personnel; (2 marks)
 - (ii) specialization of labour; (2 marks)
 - (iii) unity of command; (2 marks)
 - (iv) equity. (2 marks)
- (b) Explain **four** roles of management in an organization. (8 marks)
- (c) Outline **four** limitations of planning. (4 marks)

5. (a) Analyse management as:
- (i) an art; (6 marks)
 - (ii) a science. (6 marks)
- (b) Explain **four** characteristics of an effective layout. (8 marks)

SECTION B: QUALITY CONTROL I (40 marks)

Answer any TWO questions from this section.

6. (a) Discuss the **three** types of defects in production citing **two** examples in each case. (10 marks)
- (b) Distinguish between 'manufacturing specification' and 'product specification'. (4 marks)
- (c) Highlight **four** elements of external failure cost. (6 marks)
7. (a) Explain five factors which affect the quality of production. (10 marks)
- (b) Explain the following:
- (i) tolerance; (2 marks)
 - (ii) conformance; *checking colour of material, design* (2 marks)
 - (iii) quality tradition. (2 marks)
- (c) State **eight** areas to be checked on a garment during quality control. (4 marks)
8. (a) Discuss the concept of total quality control under the following departments:
- (i) marketing; (4 marks)
 - (ii) design; (4 marks)
 - (iii) quality assurance. (4 marks)
- (b) Explain **four** benefits of maintaining quality production. (8 marks)