

2803/201
INDUSTRIAL ORGANIZATION,
MANAGEMENT I AND QUALITY
CONTROL I
June/July 2021
Time: 3 hours



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

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 answer booklet provided.

Maximum marks for each part of a question are as indicated.

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.

SECTION A: INDUSTRIAL ORGANIZATION MANAGEMENT I (60 marks)

Answer any THREE questions from this section.

1. (a) Explain the following terms:
- (i) industrial dispute; (2 marks)
 - (ii) industrial relations; (2 marks)
 - (iii) labour turnover; (2 marks)
 - (iv) welfare plan; (2 marks)
 - (v) workman compensation plan. (2 marks)
- (b) Describe five organizational factors which can lead to stress among employees. (10 marks)
2. (a) Explain five ways of minimizing communication barriers in an organization. (10 marks)
- (b) Explain two reasons which led to workers resisting scientific management during early industrialization. (4 marks)
- (c) Describe the two main training methods, citing two examples in each case. (6 marks)
3. (a) Explain five effects of labour turnover in an organization. (10 marks)
- (b) Describe five factors which can determine the productivity of a plant. (10 marks)
4. (a) Outline five objectives of materials handling in production. (5 marks)
- (b) Highlight six characteristics of a good plant layout. (9 marks)
- (c) Outline six factors to consider when locating a cotton ginnery. (6 marks)
5. (a) Explain five factors to consider when selecting a materials handling system. (10 marks)
- (b) Distinguish between 'production management' and 'operations management', citing an example in each case. (6 marks)
- (c) Outline four basic requirements for production. (4 marks)

SECTION B: QUALITY CONTROL I (40 marks)

Answer any TWO questions from this section.

6. (a) Explain the following terms:
- (i) conformance; (2 marks)
 - (ii) sampling; (2 marks)
 - (iii) defect. (2 marks)
- (b) Describe **four** situations when inspection could be the best quality control method. (8 marks)
- (c) Explain **three** objectives of classifying defects. (6 marks)
7. (a) Outline **six** objectives of setting quality specifications. (6 marks)
- (b) Outline **five** roles of each of the following in maintaining quality during production:
- (i) design department; (5 marks)
 - (ii) production department. (5 marks)
- (c) Outline **four** characteristics of a quality product. (4 marks)
8. Kueni Fashion House workers have resolved to improve quality production so as to avert the looming consequences of quality decline.
- (a) Explain **six** possible effects of quality improvement. (12 marks)
 - (b) Outline **eight** possible effects of quality decline. (8 marks)

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