

2803/201  
INDUSTRIAL ORGANIZATION,  
MANAGEMENT I AND QUALITY  
CONTROL I  
Oct./Nov. 2022  
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) Distinguish between an 'organization chart' and an 'organization structure', citing **two** examples in each case. (6 marks)
- (b) Highlight **four** advantages of interviews as a staff screening process. (6 marks)
- (c) (i) Describe compassionate leave as an employee's right according to labour laws. (2 marks)
- (ii) Explain **three** objectives of leave and off days to employees. (6 marks)
2. (a) (i) Distinguish between 'minimum wage' and 'fair wage'. (4 marks)
- (ii) Outline **six** factors which determine the wage levels in organizations. (6 marks)
- (b) (i) Explain the term 'off-the-job' training, citing **four** of its disadvantages. (6 marks)
- (ii) Outline **four** benefits of employee training. (4 marks)
3. A global pandemic has devastated Kikwetu draperies to near closure. The management is planning to lay off half the workforce so as to remain afloat.
- (a) Explain **four** strategies the management can apply to retain the entire workforce. (8 marks)
- (b) Explain **three** ways through which the employees can help facilitate easy recovery. (6 marks)
- (c) Outline **six** possible negative effects of the pandemic to the Kikwetu fraternity. (6 marks)
4. (a) Outline **three** objectives of maintaining records on disciplinary cases. (6 marks)
- (b) Explain **five** factors to consider when selecting a production system. (10 marks)
- (c) Explain the statement "managerial abilities are inborn or acquired". (4 marks)
5. (a) Outline **six** benefits of team work in an organization. (6 marks)
- (b) Explain **four** disadvantages of planning. (8 marks)
- (c) Highlight **four** limitations of 'control' as a management function. (6 marks)

**SECTION B: QUALITY CONTROL I (40 marks)**

*Answer any TWO questions from this section.*

6. (a) Explain **three** objectives of checking/inspecting materials before a spreading process. (6 marks)
- (b) Identify **ten** parts of a shirt that should be checked during a quality inspection process. (10 marks)
- (c) Describe **two** items that are required during a garment inspection process. (4 marks)
7. (a) Discuss the term 'failure cost' as applied in quality control. (5 marks)
- (b) (i) Explain the term 'specification' as applied in quality control. (2 marks)
- (ii) Distinguish between 'product specification' and 'manufacturing specifications', citing **four** examples in each case. (8 marks)
- (c) Outline **five** ways in which defects can fail to be detected during a quality control inspection process. (5 marks)
8. (a) Explain **five** factors which determine the quality of a product. (10 marks)
- (b) Describe **five** ways of conducting quality checks in a garment making firm. (10 marks)

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