Code: AE16/AC17/AT20   Subject: INDUSTRIAL MANAGEMENT
Time: 3 Hours   Max. Marks: 100   DECEMBER 2007

NOTE: There are 9 Questions in all.
- **Question 1 is compulsory and carries 20 marks. Answer to Q. 1. must be written in the space provided for it in the answer book supplied and nowhere else.**
- **Out of the remaining EIGHT Questions answer any FIVE Questions. Each question carries 16 marks.**
- **Any required data not explicitly given, may be suitably assumed and stated.**

Q.1   Choose the correct or best alternative in the following: (2x10)

a.   The technique based on the principle that the persons in contact with the market know best about the future market trends is

   (A) Historic estimate   **(B)** Sales force estimate
   (C) Trend line technique   **(D)** Market survey

b.   The tests used to discover an applicant's cleverness to work with hands and fingers when the job requires the skilful use of one's hands and body are

   (A) Aptitude tests   **(B)** Intelligence tests
   (C) Personality tests   **(D)** Dexterity tests

c.   The decisions that deals with unusual or exceptional problems are

   (A) Programmed decisions   **(B)** Routine decisions
   (C) Non-programmed decisions   **(D)** Policy decisions

d.   The Factories Act is applicable to a factory, when numbers of workers working are

   (A) ≥ 8 **(B)** ≥ 9
   (C) ≥ 10 **(D)** ≥ 5

e.   Administration expenses is an example of

   (A) Fixed costs   **(B)** Variable costs
   (C) Semi variable costs   **(D)** Uncontrollable costs

f.   The manual that explains the duties and responsibilities of various departments is

   (A) Policy manual   **(B)** Operational manual
   (C) Organization manual   **(D)** Departmental practice manual

g.   The problem associated with *By function* method of departmentation is

   (A) Specialization of similar activities
   (B) Concentration of similar activities
   (C) Coordination of specialized activities
   (D) None of the above

h.   The process by which the structure and allocation of jobs is determined is

   (A) Organizing   **(B)** Planning
   (C) Staffing   **(D)** Forecasting

i.   Which type of organization is used to handle a variety of projects, ranging from small to large

   (A) Matrix organization   **(B)** Project organization
   (C) Functional organization   **(D)** Line and staff organization

j.   People associated with *Division of labour* in 1644 are

   (A) Babylonians   **(B)** Chinese

(C) Hebrews   **(D)** Greeks

Answer any FIVE Questions out of EIGHT Questions.
Each question carries 16 marks.

Q.2 a. Explain productivity? Also state the factors affecting productivity.   **(4)**

b. Describe the components of productivity measurement system?   **(4)**

c. What is scheduling? What are the advantages, disadvantages and applications of a master schedule?   **(4)**

d. Explain in brief the concept of zero defect and quality circle.   **(4)**

Q.3 a. State the characteristics of a good personnel policy.   **(4)**

b. Why training of employees is essential? Also discuss the different instructional methods of training.   **(12)**

Q.4 a. What is the importance of decision making? Also explain the theories of decision making.   **(6)**

b. Describe the guidelines of effective decision making?   **(4)**

c. Explain PERT and CPM? How do they differ from each other?   **(6)**

Q.5 a. What is the necessity of permitting workers to participate in management? What are the conditions responsible for the success of worker's participation in management?   **(8)**

b. State the prerequisites before starting a new factory?   **(3)**

c. Explain collective bargaining? What are the steps involved in collective bargaining process?   **(5)**

Q.6 a. Define working capital. What are the sources and uses of working capital?   **(5)**

b. How do debentures differ from shares?   **(3)**

c. Why cost accounting is necessary?   **(4)**

d. State the objectives of budgets.   **(4)**

Q.7 a. Discuss the consequences of various stages of product life cycle.   **(10)**

b. Write short notes on any **THREE** of the followings:

(i) Sales management.   (ii) Product packaging.
(iii) Market research.   (iv) Sales forecasting.   **(6)**

Q.8 a. Discuss the concept and stages of conflict in an organization.   **(12)**

b. State the important propositions of Neo-classical organizational theory.   **(2)**

c. Why running enterprises go for project organization.   **(2)**

Q.9 a. Describe the process of management. **(8)**

b. What are the functions of industrial manager?   **(4)**

    c.   What is the purpose of project management? Also explain briefly the different types of projects.

(4)