



MURANG'A UNIVERSITY COLLEGE

(A Constituent College of Jomo Kenyatta University of Agriculture and Technology)

DEPARTMENT: ELECTRICAL AND ELECTRONIC ENGINEERING

LEVEL: CERTIFICATE (MRUC)
CLASS: EEP14CM
TERM/SEMESTER: I
YEAR OF STUDY II
ACADEMIC YEAR: 2014/2015
UNIT: INDUSTRIAL ORGANISATION AND MANAGEMENT
UNIT CODE: SEE 0135
EXAMINATION: MAIN APRIL 2015
TIME: 3 HOURS

Instructions to candidates

This paper contains **four (4)** questions

Answer question **ONE** in **section A** and any other two questions from **section B**

You should have the following for this examination;

- Drawing instruments
- Scientific calculator

Mobile phones are not allowed in the examination room

SECTION A: (COMULSARY)

1. a) Define management 2mks
b) Outline the functions of management 5mks
c) Explain "routing" as used in production planning 2mks
d) State four objectives of production planning 4mks

- e) Define the following terms
- i. work study
 - ii. time study
 - iii. work measurement [6mks]
- f) Describe four factors that affect quality [4mks]
- g) Define marketing [2mks]
- h) State three objectives of industrial relations [3mks]
- i) Explain the two elements that must be present for a tort to be enforceable 2mks

SECTION B (ANSWER TWO QUESTIONS FROM THIS SECTION)

2. a) Define the term dispatching as used in production planning and control [2mks]
- b) Describe four functions of dispatching [8mks]
- c) Discuss the following terms as applied in management
- i. Plan
 - ii. Organize
 - iii. Command
 - iv. Coordinate
 - v. Control [10mks]
3. a) Explain the following terms
- i. Basic time
 - ii. Work content
 - iii. Standard time
 - iv. Relaxation allowance [8mks]
- b) Outline the procedure of method study [6mks]
- c) Explain **three** objectives of inspection [6mks]
4. a) Outline the main steps in the tendering process [14mks]
- b) Explain the **six** elements of a contract that make it a legal and binding [6mks]