

17.2.0 WORKSHOP ORGANISATION AND MANAGEMENT

17.2.1 INTRODUCTION

This unit is intended to equip the trainee with knowledge, skills and attitudes relating to management of resources production, marketing and industrial relations.

17.2.2 GENERAL OBJECTIVES

By the end of the unit, the trainee should be able to:

- a) appreciate importance of proper management methods.
- b) apply management skills
- c) embrace quality control and inspection checks
- d) understand company law and industrial relations
- e) acquire proper marketing skills

17.2.3 MODULE UNIT SUMMARY AND TIME ALLOCATION

WORKSHOP ORGANISATION AND MANAGEMENT

Code	Sub-Module Unit	Content	Time Hrs
17.2.1	Management Concepts	<ul style="list-style-type: none"> • Definition of management • Functions of management • Contribution of pioneers of management • Role of industries in society 	6
17.2.2	Production, Planning and Control	<ul style="list-style-type: none"> • Distinction between production, planning and control • Types of production, planning and control • Objectives of production, planning and control • Documents in production, planning and control • Stages in production, planning and control • Factors to maximize productivity 	6
17.2.3	Work Study	<ul style="list-style-type: none"> • Definition of work-study • Techniques of work-study • Objectives of work-study • Operating time and comparative 	8

		<p style="text-align: center;">time processes</p> <ul style="list-style-type: none"> • Factors affecting plant and machinery layout 	
17.2.4	Quality Control and Inspection	<ul style="list-style-type: none"> • Principles of quality control • Objectives of inspection • Importance of inspection • Inspection methods 	6
17.2.5	Procurement	<ul style="list-style-type: none"> • Direct costs • Indirect costs • Job costing • Functions of purchasing • Elements of stock control • Tendering process 	4
17.2.6	Marketing	<ul style="list-style-type: none"> • Definition of marketing • Importance of marketing • Distribution and sales promotion methods • Factors determining consumer behavior 	6
17.2.7	Company Law and Industrial Relations	<ul style="list-style-type: none"> • Legislation on company • Law of contracts • Law of torts • Historical development of industry • Legal requirements of industry in Kenya • Wages and working conditions 	9
Total Time			44

17.2.1 MANAGEMENT CONCEPTS

Theory

17.2.1T0 *Specific Objectives*

By the end of the sub-module unit, the trainee should be able to:

- a) define term management
- b) outline functions of management
- c) explain the contributions of the pioneers of management in the development of management
- d) explain the role of industry in the society.

Content

- 17.2.1T1 Definition of management
- 17.2.1T2 Functions of management
 - i) Forecasting
 - ii) Planning
 - iii) Organizing
 - iv) Motivating
 - v) Coordinating
 - vi) Controlling
- 17.2.1T3 Contribution of pioneers of management
 - i) Peter Drucker
 - ii) Rensis
 - iii) Chris Argyris
 - iv) Herzberg
- 17.2.1T4 Role of industry Social services

Competence

The trainee should have the ability to:

- i) Display knowledge of the management structure in his/her place of work
- ii) Create good organization structure in place of work
- iii) Display management skills in place of work

Suggested learning resources

- i) Charts
- ii) Text books
- iii) Audio visual aids
- iv) Internet

17.2.2 PRODUCTION PLANNING AND CONTROL

17.2.2T0 *Specific Objectives*

By the end of the sub-module unit, the trainee should be able to:

- a) distinguish between production planning and control
- b) explain types and objectives of production planning and control
- c) state documents required in production planning and control

- d) explain stages of production planning and control
- e) explain the factors which maximize productivity.

Competence

The trainee should have the ability to Select suitable production method

- i) Employ production, planning and control documents

Competence

The trainee should have the ability to:

- i) carry out work study
- ii) select plant and machinery layout

Content

17.2.2T1 Distinction between production planning and control

17.2.2T2 Types and objectives of production, planning and control

- i) Types
- ii) Job
- iii) Batch
- iv) Process
- v) Plan
- vi) Mass
- vii) Charts
- viii) Job tickets
- ix) Corrective
- x) Objectives
- xi) Delivery dates

- xii) Continuous production
- xiii) Effective use of manpower and equipment
- xiv) Prevention of bottle necks
- xv) Raw materials and work in progress

17.2.2T3 Documents in production, planning and control

- i) work order (route card)
- ii) demand note
- iii) control sheet
- iv) delivery notes
- v) progress or make notes

17.2.2T4 Stages in production, planning and control

- i) scheduling
- ii) loading
- iii) materials
- iv) dispatching
- v) progressing

17.2.2T5 Maximum productivity

- i) sales
- ii) research
- iii) production efficiency
- iv) employees disputes
- v) plant and machinery in use

Suggested Learning

Resources

- i) charts
- ii) production, planning and control documents
- iii) internet

17.2.3 WORK STUDY

17.2.3T0 *Specific Objectives*

By the end of the sub-module unit, the trainee should be able to:

- a) define work study
- b) explain techniques of work study
- c) state objectives of work study
- d) distinguish between operating times and comparative costs
- e) processes
- f) state factors considered plant and machinery layout

Content

17.2.3T1 Definition of work-study

17.2.3T2 Techniques of work-study

- i) Method study
- ii) Work measurement

17.2.3T3 Objectives of work-study

- i) Productivity
- ii) Costs
- iii) Labour
- iv) Materials
- v) Machines
- vi) Layout

17.2.3T4 Operating time and comparative time processes

- i) Standard times
- ii) Experience of operators
- iii) Power consumption

17.2.3T5 Factors considered for plant and machinery layout

- i) Type and purpose of machines
- ii) Size and cost
- iii) Space
- iv) Flow of materials
- v) Transport entry and exit
- vi) Power and water resource
- vii) Noise segregation

Suggested learning resources

- i) Charts
- ii) Audio displays
- iii) Industrial visits

17.2.4 QUALITY CONTROL AND INSPECTION

17.2.4T0 *Specific Objectives*

By the end of the sub-module unit, the trainee should be able to:

- a) describe the principles of quality control
- b) explain the objectives of inspection
- c) explain the importance of inspection
- d) describe inspection methods

Content

- 17.2.4T2 Principles of quality control
- 17.2.4T3 Objectives of inspection
 - i) Efficiency
 - ii) Dimension
 - iii) Appearance
 - iv) Durability
- 17.2.4T5 Importance of inspection
 - i) Reputation
 - ii) Avoidance of unnecessary work
 - iii) Incentive payment
 - iv) Location of faults and avoidance of poor
 - v) workmanship
- 17.2.4T6 Inspection methods
 - i) Floor inspection
 - ii) Central inspection
 - iii) Final inspection

Suggested Learning Resources

- i) Charts
- ii) Audio displays
- iii) Industrial visits

17.2.5 PROCUREMENT

- 17.2.5T0 *Specific Objectives*
By the end of the sub module unit, the trainee should be able to:
 - a) distinguish between direct and indirect costs
 - b) cost jobs
 - c) explain functions of purchasing
 - d) explain elements of stock control

- e) explain tendering processes

Competence

The trainee should have the ability to:

- i) Estimate cost of work
- ii) Compete in tendering process
- iii) Enter in contract
- iv) Procure material required for specific contract

Content

- 17.2.5T1 Direct costs
 - i) Materials
 - ii) Labour
 - iii) Direct expenses
- 17.2.5T2 Indirect costs
 - i) Storage
 - ii) Selling
 - iii) Distribution
 - iv) Administration
- 17.2.5T3 Calculation of cost of jobs
 - i) Direct costs
 - ii) Indirect costs
 - iii) Total cost
- 17.2.5T4 Purchasing functions
 - i) Coordination
 - ii) Factors controlling purchasing
 - iii) Purchasing networks
 - iv) quality of a purchasing office
- 17.2.5T6 Stock control elements
 - i) Scope of stock control
 - ii) Stores procedure

- iii) Principles of stores layout
- 17.2.5T5 Tendering processes
 - i) Forms of tender
 - ii) Methods of tendering
 - iii) Bid documents
 - iv) Evaluation of bid documents
 - v) Submission of bid documents
 - vi) Legislation governing tendering
 - vii) Legal contracts

Suggested Learning Resources

- i) charts
- ii) purchasing documents
- iii) internet

17.2.6 MARKETING

- 17.2.6T0 *Specific Objectives*
By the end of the sub module unit, the trainee should be able to:
 - a) define the term marketing
 - b) explain the importance of marketing
 - c) explain methods of distribution and sale promotions
 - d) describe factors affecting consumer behaviour

Content

- 17.2.6T 1 Definition of marketing

- 17.2.6T 2 Importance of marketing
- 17.2.6T 3 Distribution and sales promotions methods
- 17.2.6T 4 Factors that determine consumer behaviour

Suggested learning resources

- i) Tender documents
- ii) Charts
- iii) Internet facilities

17.2.7 COMPANY LAW AND INDUSTRIAL RELATIONS

- 17.2.7T0 *Specific Objectives*
By the end of the unit, the trainee should be able to:
 - a) explain the legislation on company
 - b) explain law of contracts
 - c) explain law of torts
 - d) discuss historical development of industry
 - e) state legal requirements of industry in Kenya
 - f) explain wages and working condition in industry

Competence

The trainee should have the ability to:

- i) Bargain in industrial disputes

- ii) Formulate wages and salaries
- Contents*
- 17.2.7T1 Legislation on company
 - i) Company formation
 - ii) Types
 - iii) Limited liability
 - iv) Partnership
 - v) Sole proprietorship
 - vi) Methods of raising capital
 - vii) Registration of company
 - 17.2.7T2 Law of contracts
 - i) Nature of contract
 - ii) Type of contract
 - iii) Void
 - iv) valid contract
 - v) Element of a contract
 - vi) Mutilating factors
 - vii) Privacy of contracts
 - viii) Negotiable instruments
 - ix) Discharge of contracts
 - x) Remedies
 - 17.2.7T3 Law of torts
 - i) Elements of torts
 - ii) Defence of tort
 - iii) Parties to tort
 - iv) Vicarious liability
 - v) Occupier's liability
 - vi) Strict liability
 - vii) Special torts
 - viii) Remedies for torts
 - ix) Limitation of action
 - 17.2.7T4 Historical development of industry
 - i) Evolution of trade union movement
 - ii) Pioneers of trade union movement
 - iii) Industrial disputes
 - iv) Procedure for solving industrial disputes
 - 17.2.7T5 Legal requirement for industry
 - i) Factory act special regulations
 - ii) Workman's compensation Act
 - 17.2.7T6 Wages and working conditions
 - i) Wages
 - ii) Types of remuneration
 - iii) Guidelines for establishing salaries and wages
 - iv) Common remuneration systems
 - v) Working condition
 - vi) Condition of employment
 - vii) Fringe benefits
- Suggested learning resources*
- i) Charts on function of COTU, PRE and ILO
 - ii) Internet
 - iii) Newspapers