

1521/202    1601/202  
1522/202    1602/202  
**WORKSHOP ORGANIZATION AND  
MANAGEMENT**  
Oct./Nov. 2022  
Time: 3 hours



**THE KENYA NATIONAL EXAMINATIONS COUNCIL**  
**CRAFT CERTIFICATE IN ELECTRICAL AND ELECTRONICS  
ENGINEERING  
(POWER OPTION)  
(TELECOMMUNICATION OPTION)**

**MODULE II**

**WORKSHOP ORGANIZATION AND MANAGEMENT**

**3 hours**

**INSTRUCTIONS TO CANDIDATES**

*You should have the following for this examination:*

*Answer booklet;*

*Mathematical tables/Non programmable scientific calculator.*

*This paper consists of EIGHT questions.*

*Answer any FIVE of the following EIGHT questions.*

*All questions carry equal marks.*

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

*Candidates should answer the questions in English.*

**This paper consists of 4 printed pages.**

**Candidates should check the question paper to ascertain that  
all the pages are printed as indicated and that no questions are missing.**



- is the plan by kind of product or an aim of good or maximum output*
- to the end of is the processing that will lead to new material processing product by product*
- improve sales High quality production*
- easytve.com*
- Rensis Peter Duke*
- High standard*
- Visual Micro*
1. (a) Explain the term 'production planning'. (2 marks)
  - (b) Outline **four** steps involved in production planning in the manufacturing industry. (8 marks)
  - (c) Explain **three** advantages of production control to management in an organisation. (6 marks)
  - (d) State **four** activities of routing in production control. (4 marks)
  2. (a) Outline **four** results of increased productivity to an organisation. (4 marks)
  - (b) Explain the difference between 'production' and 'productivity'. (4 marks)
  - (c) State **five** aims of method study. (5 marks)
  - (d) (i) List **four** types of special time allowances offered in the manufacturing industry.
  - (ii) An electrical technician manufactures 40 sockets in 4½ hours which includes 30 minutes for setting of the machine. If the production time per socket is 10 minutes, determine the standard time for the operation. (7 marks)
  3. (a) (i) Explain the meaning of the term 'organization chart'.
  - (ii) State **five** advantages of line organization chart to a manufacturing company. (7 marks)
  - (b) Outline six roles of managers in workshops. (6 marks)
  - (c) State **two**:
    - (i) benefits of manufacturing industries in developing countries;
    - (ii) pioneers of management. (4 marks)
  - (d) Describe the term 'planning' as a function of management. (3 marks)
  4. (a) Explain the meaning of the term 'quality' in relation to manufacturing. (2 marks)
  - (b) Outline three benefits obtained from good quality control systems in a workshop. (6 marks)
  - (c) State:
    - (i) **five** inspection standards observed to ensure high quality of products.
    - (ii) **four** kinds of inspection. (9 marks)
  - (d) Outline **three** benefits of floor inspection during mass production. (3 marks)



5. (a) Explain the meaning of the term 'marketing'. (2 marks)
- (b) Explain each of the following functions of marketing:
- (i) assembling market information;
  - (ii) product designing and development;
  - (iii) packaging and labelling;
  - (iv) branding. (8 marks)
- (c) List **four** factors that determines the price of products or services in the market. (4 marks)
- (d) State **three**:
- (i) advertising media;
  - (ii) marketing distribution channels. (6 marks)
6. (a) Distinguish between 'private limited' and 'public limited' companies. (8 marks)
- (b) Outline the **four** stages in formation of a limited company in Kenya. (6 marks)
- (c) (i) Explain the meaning of 'partnership' in relation to business ownership.
- (ii) State **six** contents of a partnership deed. (8 marks)
7. (a) (i) Differentiate between 'direct materials' and 'indirect materials' in relation to costing.
- (ii) A piece of work is produced by a factory in batches of 1000 where the prime cost is Ksh 200,000 and labour cost is Ksh 80,000. Determine the material cost of the product. (7 marks)
- (b) Outline **three** objectives of procurement in the manufacturing industry. (6 marks)
- (c) State **four** merits of open tendering. (4 marks)
- (d) List **three** categories of stores in an organisation. (3 marks)



8. (a) List **six** elements of a legal binding contract. (6 marks)
- (b) Outline the obligations between 'law of tort' and 'crime law' stating the remedy in each case. (4 marks)
- (c) (i) Outline **four** factors that may cause industrial disputes in a workshop.  
(ii) State **three** types of industrial strikes. (7 marks)
- (d) (i) Explain meaning of the term 'wage'.  
(ii) Outline two reasons for wage differences among casual labourers in an organisation. (3 marks)

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