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WORKSHOP ORGANIZATION AND MANAGEMENT

Oct./Nov. 2022

Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

**CRAFT CERTIFICATE IN MECHANICAL ENGINEERING
(PRODUCTION OPTION)
(PLANT OPTION)**

**CRAFT CERTIFICATE IN AUTOMOTIVE ENGINEERING
CRAFT CERTIFICATE IN WELDING AND FABRICATION
CRAFT CERTIFICATE IN CONSTRUCTION PLANT ENGINEERING**

MODULE II

WORKSHOP ORGANIZATION AND MANAGEMENT

3 hours

INSTRUCTIONS TO CANDIDATES

This paper consists of EIGHT questions.

Answer FIVE questions in the answer booklet provided.

All questions carry equal marks.

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

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Turn over

1. (a) Outline **four** activities performed by manager when executing the organizing function. (4 marks)
- (b) Explain **four** ways through which Herzberg's views on motivation may be applied in modern management. (8 marks)
- (c) (i) Explain **two** social welfare programmes that an industrial organization may undertake within its locality.
- (ii) List **four** benefits that an organization may enjoy from supporting social welfare programmes. (8 marks)
2. (a) (i) Outline **four** desirable competencies of a purchasing officer.
- (ii) Explain **three** roles of purchasing networks in an organization. (10 marks)
- (b) Highlight **five** criteria that should be followed when evaluating bids from suppliers in an organization. (10 marks)
3. (a) Explain the importance of each of the following principles of quality control:
- (i) customer focus;
- (ii) leadership;
- (iii) continuous improvement. (6 marks)
- (b) Outline **four** objectives of quality control. (4 marks)
- (c) (i) Explain **three** measures that should be put in place in order to ensure effective inspection of finished products.
- (ii) List **four** advantages of final inspection of products in an organization. (10 marks)
4. (a) Explain **three** types of services extended to customers by product sellers. (6 marks)
- (b) Describe **one** way through which each of the following factors influence consumer behaviour:
- (i) legal;
- (ii) economic;
- (iii) ecological. (6 marks)

- (c) Explain **four** functions performed by agents in the product distribution channel. (8 marks)
5. (a) Describe **three** non financial incentives that an organization can offer to her employees. (6 marks)
- (b) Describe **three** challenges experienced by trade union leaders when settling industrial disputes. (6 marks)
- (c) Highlight **two** circumstances that may make:
- (i) trespassing to become a crime;
 - (ii) a tort not to be remedied. (8 marks)
6. (a) Distinguish between production planning and production control. (4 marks)
- (b) Describe the activities performed during each of the following stages of production planning:
- (i) loading;
 - (ii) dispatching;
 - (iii) scheduling. (6 marks)
- (c) Describe **five** characteristics of mass production. (10 marks)
7. (a) Outline **four** fringe benefits that an organization may accord her employees. (4 marks)
- (b) Explain **three** advantages of adopting the piece rate remuneration by an organization. (6 marks)

- (c) Table I shows expenses incurred at a maintenance workshop.

Table I

Item	Cost Ksh
Spare parts	60,500 ✓
Cleaning reagent	3,600
Direct expenses	14,600 ✓
Storage expenses	2,500
Administrative expenses	23,000

Additional information:

- Labour is 300/- per hour;
- The workshop operates an 8 hours working day.

Determine the:

- (i) direct costs;
- (ii) indirect costs;
- (iii) total cost of repair.

(8 marks)

- (d) List **two** strategies that an organization may apply to reduce production costs.

(2 marks)

8. (a) Define work study.

(2 marks)

- (b) Outline **four** objectives of work study.

(4 marks)

- (c) Explain **three** factors that determine the ^{amount} quantities of materials purchased by a manufacturing company.

(6 marks)

- (d) Explain **four** sources of capital available to limited liability companies.

(8 marks)

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June/July 2022