

2803/201

INDUSTRIAL ORGANIZATION,  
MANAGEMENT I AND QUALITY  
CONTROL I

June/July 2020

Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

DIPLOMA IN FASHION DESIGN AND CLOTHING TECHNOLOGY

MODULE II

INDUSTRIAL ORGANIZATION, MANAGEMENT I AND  
QUALITY CONTROL I

3 hours

#### INSTRUCTIONS TO CANDIDATES

*This paper consists of TWO sections; A and B.*

*Answer any THREE questions from section A and any TWO questions from section B in the answer booklet provided.*

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

*Candidates should answer the questions in English.*

**This paper consists of 3 printed pages.**

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

**SECTION A: INDUSTRIAL ORGANIZATION MANAGEMENT I (60 marks)**

Answer any **THREE** questions from this section.

1. (a) Outline six symptoms of stress among workers. (6 marks)  
*Handwritten notes: Absenteeism of work, late date reporting, poor work flow*
- (b) Highlight six ways of maintaining competent employees. (6 marks)  
*Handwritten notes: Regular training, good relations with employers, conducive working conditions*
- (c) Explain four objectives of planning in an organization. (8 marks)  
*Handwritten notes: Motivation, individual work recognition, to achieve organizational goals*
2. (a) Distinguish between 'fixed path equipment' and 'variable path equipment' in materials handling, citing two examples in each case. (6 marks)  
*Handwritten notes: conveyors, fixed path; they, variable path equipment in one place for lower time*
- (b) Explain each of the following principles as applied in materials handling:  
 (i) safety; (2 marks)  
*Handwritten note: How safe are the equipments to workers*  
 (ii) flexibility; (2 marks)  
*Handwritten note: How durable are the equipments?*
- (c) Describe five characteristics of a suitable motivation program. (10 marks)  
*Handwritten notes: Physiological, equity, esteem, safety, self-actualization*
3. (a) Outline five factors which may affect manpower requirements in an organization. (10 marks)  
*Handwritten notes: Good quality, amount, knowledge, skills*
- (b) Explain five benefits of providing directives in an organization. (10 marks)
4. (a) Outline five ways of optimizing space usage in production. (10 marks)  
*Handwritten notes: proper floor layout, good work station, plan*
- (b) Explain five causes of material wastage in production. (10 marks)  
*Handwritten notes: poor skills, poor quality of raw materials, machine break down*
5. (a) Describe six characteristics of job production. (9 marks)
- (b) Outline five factors which may hinder effective delegation of duties. (5 marks)
- (c) Highlight six factors that determine the number of management levels in an organization. (6 marks)

**SECTION B: QUALITY CONTROL I (40 marks)**

*Answer any TWO questions from this section.*

6. (a) Highlight **five** effects of counterfeit goods. *fake, poor quality, indivisible, poor value for money, they are short term* (5 marks)
- (b) Distinguish between the following:
- (i) a sample and a population; *piece of product, the total product* (4 marks)
  - (ii) quality control and total quality control; *requires product standards* (4 marks)
  - (iii) prevention cost and failure cost. (4 marks)
- (c) State **three** shortcomings of sampling. *poor chemical rejection* (3 marks)
7. (a) Outline **five** techniques used in inspection. *sampling, packaging, packaging* (10 marks)
- (b) Explain **three** ways of ensuring that the correct quality of raw materials are supplied to a firm. *skilled inspection* (6 marks)
- (c) Explain **two** ways of dealing with defective raw materials. *returning to distributor* (4 marks)
8. (a) Explain **six** factors which affect the quality of goods in a manufacturing firm. *lack of enough raw materials, working environments, low skilled workers, availability of machines* (12 marks)
- (b) Distinguish between 'specification' and 'tolerance'. *includes all requirements, narrow* (4 marks)
- (c) Outline **two** objectives of setting some tolerance in quality control. *To meet customer needs and expectation, To achieve good product reputation* (4 marks)

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