2803/201
INDUSTRIAL ORGANIZATION,
MANAGEMENT I AND QUALITY
CONTROL I
Oct./Nov. 2021
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) Explain **five** factors to consider when recruiting workers. (10 marks)

   (b) Describe the following management functions:

   (i) staffing; (2 marks)

   (ii) organizing; (2 marks)

   (iii) coordinating. (2 marks)

   (c) Outline **four** ways in which control can be exercised in a procurement process. (4 marks)

2. (a) Highlight **six** requirements for production. (9 marks)

   (b) Outline **six** managerial factors which can lead to employee demotivation. (6 marks)

   (c) Identify **five** work related factors which can bring about disinterest in work. (5 marks)

3. (a) Outline **five** objectives of each of the following in production management:

   (i) scheduling; (5 marks)

   (ii) dispatching. (5 marks)

   (b) Explain **five** benefits of a material handling system in production. (5 marks)

4. (a) Outline **five** reasons for retrenching workers. (5 marks)

   (b) Identify **five** benefits of high productivity in a plant. (5 marks)

   (c) Explain **five** benefits of the principles of management to an organization. (10 marks)

5. (a) The production capacity of a shirt manufacturing plant is 60,000 units per 8 hours. The labour cost is Ksh. 25 per unit.

   (i) Calculate the total labour cost per day. (3 marks)

   (ii) Calculate the total production time required to process 2,700,000 units of order. (3 marks)

(iii)   Explain **four** ways in which the production can be accelerated to take a shorter time.

(8 marks)

(b)   Explain **three** ways of ensuring optimum utilization of the available materials.

(6 marks)

SECTION B: QUALITY CONTROL I (40 marks)

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

6.   (a)   Explain **four** possible effects of excessive external failure costs in an organization.

(8 marks)

(b)   Explain **four** ways in which the management of an organization can promote quality production.

(8 marks)

(c)   Outline **four** characteristics of a good quality garment.

(4 marks)

7.   (a)   Describe **two** ways in which quality of conformance can be ascertained in a product.

(4 marks)

(b)   Outline **five** defects which may occur during the following processes:

(i)   finishing;

(5 marks)

(ii)   cutting.

(5 marks)

(c)   Explain **three** possible sources of specifications.

(6 marks)

8.   (a)   Outline **five** stages at which quality control can be conducted in each of the following:

(i)   cutting room;

(5 marks)

(ii)   sewing room.

(5 marks)

(b)   Explain **five** internal factors which can affect quality production.

(10 marks)

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