

2803/301

INDUSTRIAL ORGANIZATION,  
MANAGEMENT II AND QUALITY CONTROL II

June/July 2019

Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

DIPLOMA IN FASHION DESIGN AND CLOTHING TECHNOLOGY

MODULE III

INDUSTRIAL ORGANIZATION, MANAGEMENT II AND QUALITY CONTROL II

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 AND MANAGEMENT II (60 marks)

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

1. (a) Explain three factors to consider when procuring goods in an organization. (6 marks)
- (b) Explain three situations when an employer can have higher bargaining power in a bargaining process. (6 marks)
- (c) Explain the term 'strike' as used in industrial relations. (2 marks)
- (d) Describe each of the following types of strikes:
  - (i) picketing; (2 marks)
  - (ii) go-slow; (2 marks)
  - (iii) wild cat. (2 marks)
2. (a) Explain three ways of minimizing the reproduction of documents in an organization. (6 marks)
- (b) Explain five ways of minimizing noise pollution in an office. (10 marks)
- (c) Explain two ways of maintaining a newly installed production method. (4 marks)
3. (a) Explain three necessities of good eye sight for machine operators. (6 marks)
- (b) Explain four ways of minimizing operators fatigue at work. (8 marks)
- (c) Outline three objectives of maintaining data backup in an organization. (6 marks)
4. (a) Explain three factors to consider when disposing waste. (6 marks)
- (b) Describe five causes of industrial accidents. (10 marks)
- (c) Explain two roles of inspectors in enforcing the Factories Act. (4 marks)
5. (a) Explain five effects of industrial conflicts in a country. (10 marks)
- (b) Outline five objectives of maintaining personnel records. (5 marks)
- (c) Highlight five sources of information about supplies. (5 marks)



## SECTION B: QUALITY CONTROL II (40 marks)

Answer any TWO questions from this section.

6. (a) Explain four requirements an organization should fulfil other than satisfying customers needs. *publicly stated quality policy, processes high cost* (8 marks)
- (b) Outline six causes of defects in each of the following processes:
- (i) fusing; (6 marks)
- (ii) sewing. (6 marks)
7. (a) Explain each of the following terms:
- (i) quality standard; *documents provided or req* (2 marks)
- (ii) quality specification; *that need to consistently* (2 marks)
- (iii) quality assurance. *to ensure in detail* (2 marks)
- desired level of quality to service IPR especially online survey stage is*
- (b) Distinguish between the following:
- (i) 'company standard' and 'international standard'; (4 marks)
- (ii) 'quality control' and 'quality audit'. (4 marks)
- (c) Describe each of the following quality control systems:
- (i) inspection; *process of inspecting products to ensure that they meet the required standard* (2 marks)
- (ii) sampling; *checking the work that has been done or is being done to get a representative sample* (2 marks)
- (iii) total quality management. *Separating the good from bad taking consideration garment type, mens, shade variation etc* (2 marks)
8. (a) Explain five ways in which the Kenya Bureau of Standards can ensure quality compliance in Kenya. (10 marks)
- (b) Explain five ways in which machines can lead to quality failure. (10 marks)

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