	Utech
Name:	
Roll No.:	As Spines (y'x security and Explana)
Invigilator's Signature :	
CS/B.TECH (CSE)/IT/EEE/EE(O), EE(N)/I	EIE(O)/CT/ICE/SEM-8/HU-802/2010

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2010

INDUSTRIAL MANAGEMENT

Time Allotted: 3 Hours Full Marks: 70

The figures in the margin indicate full marks.

Candidates are required to give their answers in their own words as far as practicable.

GROUP - A

(Multiple Choice Type Questions)

1. Choose the correct alternatives for any *ten* of the following :

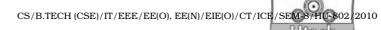
 $10 \times 1 = 10$

- i) 'Hierarchy Theory of Motivation' was professed by
 - a) F. W. Taylor
- b) Abraham Maslow
- c) Henry Fayol
- d) Elton Mayo.
- ii) X & Y theory was created by
 - a) McGregor
- b) A. Maslow
- c) P. F. Drucker
- d) F. W. Taylor.
- iii) When communication flows from lower level to upper level, it is known as
 - a) Downward communication
 - b) Upward communication
 - c) Formal communication
 - d) Oral communication.

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iv)	Trac	le Union Act was pass	ed in	the year				
	a)	1965	b)	1926				
	c)	1950	d)	1980.				
v)	Hen	ry Fayol concentrated	on					
	a)	Productivity	b)	Top level				
	c)	Middle	d)	Upper level.				
vi)	Wha	at is the concept tha	is the concept that holds that consumer w					
	pref	er products that	are	widely available and				
		pensive called ?						
	a)	Production concept	b)	Product concept				
	c)	0 1		Selling concept.				
vii)			en fu	nctions of management				
		er the catch word						
	,	PODSCORB	b)					
	c)	DOPSCORB	d)	PSCORBOD.				
viii)		ning is						
	a)	looking ahead		looking back				
		guiding peple		delegation of authority.				
ix)			anagei	ment is the basic of all				
		er functions ?						
	a)	Controlling	b)	Staffing				
	c)	0	d)	Directing.				
X)				by the Government and				
	usually consist of number of persons							
	a)	5	b)	7				
• • •	c)	10	,	12.				
xi)		incial management dea						
	a) satisfying the needs of customerb) training and development of employees							
	c)	procurement and util						
•••	d)	designing user-friend	ny pro	educts.				
xii)	Decision making helps in							
	a)	improving efficiency						
	a) b)	increasing profits		-1				
	a)	• 0	_	al				

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GROUP - B

(Short Answer Type Questions)

Answer any three of the following.

 $3 \times 5 = 15$

- 2. Briefly discuss the theory of Motivation of Maslow.
- 3. State the benefits of Performance Appraisal.
- 4. State the concept of 'Delegation of Authority'.
- 5. How do you overcome the barriers in communication?
- 6. Mention the basic element of Marketing Mix.

GROUP - C

(Long Answer Type Questions)

Answer any *three* of the following. $3 \times 15 = 45$

- 7. a) Define TQM.
 - b) Write down the essential elements of TQM.
 - c) Explain the benefits of TQM.

2 + 5 + 8

- 8. a) Define the concept of Industrial Relation.
 - b) State the factors affecting industrial relations.
 - c) What are the causes of industrial dispute? State the steps that have been taken by the Government to prevent industrial disputes. 2 + 5 + 8
- 9. a) Discuss briefly the concept of *ABC* analysis in Material Management.
 - b) ABC Co. wants to buy a product, the price discount is as follows:

Quantity	Unit Price (Rs.)		
Less than 500	12		
500 but less than 1600	11.80		
1600 but less than 4000	11.60		



Annual demand for the material is 8000 kg, ordering cost per order is Rs. 12 and stock holding cost is 20% of the cost of material per annum. You are required to compute the best ordering quantity and total annual inventory capital. 5 + (5 + 5)

- 10. a) State the advantages of SQC over mass inspection.
 - b) The following are the quantity of a finished product from 5 samples of a shampoo manufacturing company. The specification limit for a bottle is 60 ± 1 ml. Construct \bar{X} and R chart and examine whether the process is under control or not.

For this sample size $A_2 = 0.729$, $D_3 = 0$, $D_4 = 2.282$.

Sample No.		Guan	Quantity			
	X_{1}	X_{2}	X_3	X_4		
1	60.6	62	60.4	61		
2	61	59.5	59.8	60.5		
3	60.3	59	59.5	60		
4	60.3	60.5	61	59.4		
5	61.2	64	62	60		

5 + 5

- 11. Write short notes on any three of the following:
- 3×5
- a) General OC curve on acceptance sampling
- b) Mass production and flow production
- c) VED & FSN analysis
- d) Random and assignable causes
- e) BCG matrix.

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