



UNIT 9- CONTROLLING

BIT 3RD SEM

PATAN MULTIPLE CAMPUS

R.S.

CONTENTS

- Foundations of control
- Definition, Features & Importance
- Types of Control
- Control Process
- Qualities of Effective Control
- Dysfunctional side of control
- Ethical issues in control

MEANING

- ❑ Process of measuring actual work completed with that of planned work and to take necessary steps if any deviation is there between actual and planned work
- ❑ Process that measures current performance and guides it towards some pre- determined goals
- ❑ Ways of maintaining standard of performance in actual practice
- ❑ Measures consistency between actual performance and pre-determined goals

- ❑ Consists of verifying whether everything occurs in conformity with the plans adopted, the instructions issued and principles established
- ❑ Points out the weakness and errors in order to rectify them and prevent recurrence
- ❑ It involves:
 - i. Determination of standard of performance
 - ii. Measurement of actual performance
 - iii. Comparison of actual performance with standard performance
 - iv. Taking corrective remedies if any deviation exists in between actual and standard performance.

NATURE/ CHARACTERISTICS

- ❖ Management function
- ❖ Continuous process
- ❖ Dynamic process
- ❖ Farsighted
- ❖ Measurement and comparison
- ❖ Corrective action

PURPOSE/ OBJECTIVE OF CONTROLLING

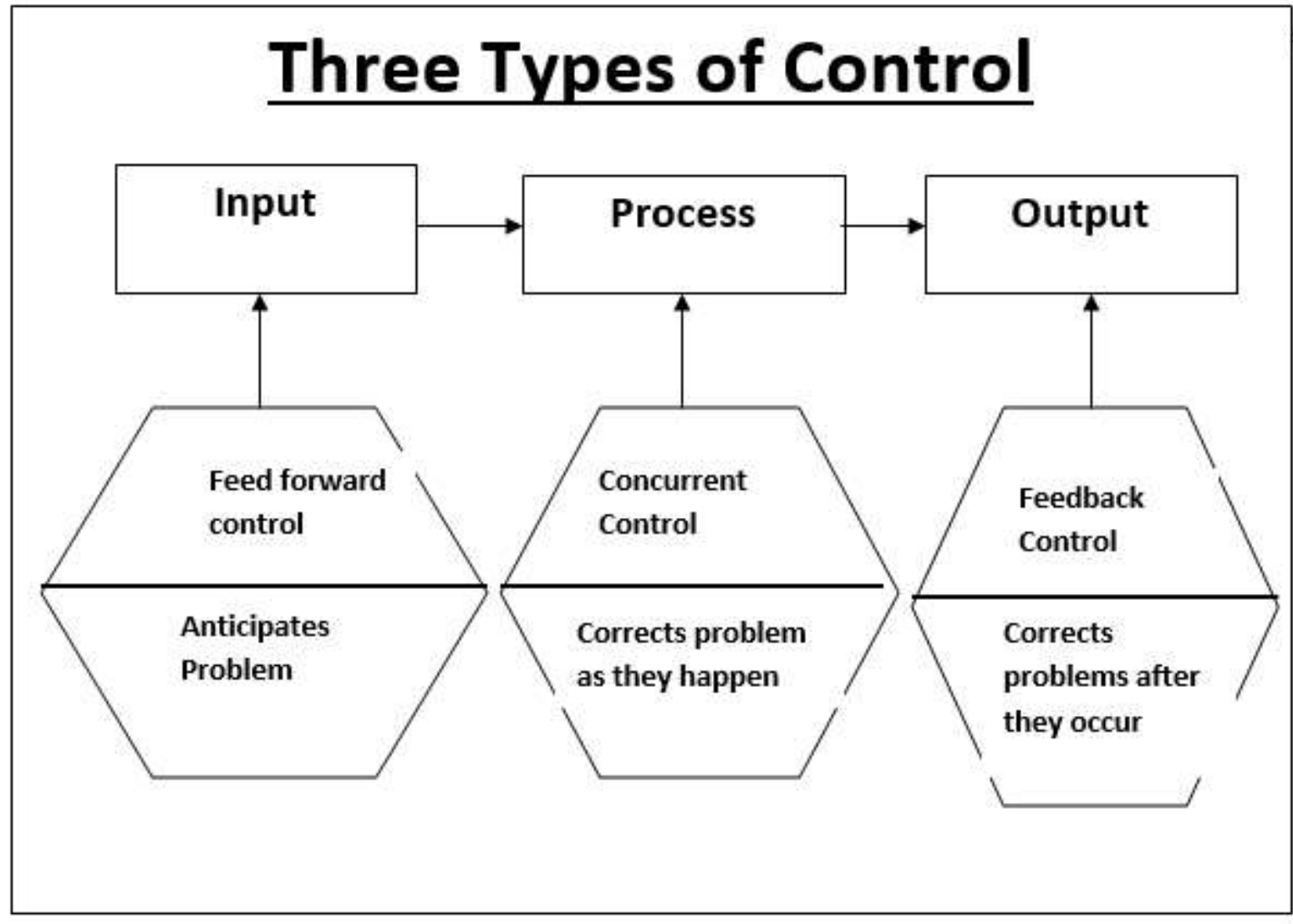
1. Primary objective
2. Subordinate objectives
 - a) Location of deviation
 - b) Study the causes of deviation
 - c) Taking necessary measures
 - d) To prevent causes of deviation
 - e) Reduce cost and maximize profit
 - f) To maintain discipline
 - g) Support to maintain coordination

IMPORTANCE OF CONTROLLING

- ❖ Execution of plan
- ❖ Improve efficiency
- ❖ Basis of future action
- ❖ Aid to decentralization
- ❖ Morale check on employees
- ❖ Means of coordination
- ❖ Effective supervision
- ❖ Maximize productivity

TYPES OF CONTROL

- Pre-Control
- Concurrent Control
- Post Control



STEPS/ PROCESS OF CONTROL

1

- Set the standards by which performance will be measured

2

- Measure performance

3

- Compare actual performance with the standard and identify any deviations from the standard.

4

- Determine the reasons for the deviation

5

- Take corrective action if needed

CONCEPT OF QUALITY CONTROL

- ❑ Natural phenomenon in the processes from input to output.
- ❑ It emphasizes on the provision of quality check, quality plans and automated hold points in every stage of function of the organization.
- ❑ It helps to measure actual work completed with that of standard determined and to find out deviation, if any, in actual performance.
- ❑ It involves maintaining inspection in all the operational areas of the organization.
- ❑ It involves regular supervision, collection of working information and analysis of the information to maintain quality.

METHODS OF QUALITY CONTROL

❖ Inspection:

It is concerned with the periodic supervision over the performance of subordinates to maintain quality of products or service. Example: improvement of employees' efficiency for proper utilization of resources, minimize wastage, etc.

❖ Statistical Quality Control:

It is concerned with the sampling and probability techniques to maintain quality standard of products or service. It is the quantitative tool of quality control.

CONTROL TOOLS AND TECHNIQUES (METHODS)

- ❖ Personal control
- ❖ Bureaucratic control
- ❖ Output control
- ❖ Cultural control
- ❖ Control through incentives
- ❖ Market controls

CONTEMPORARY ISSUES IN CONTROL

- Workplace Privacy
- Employee Theft
- Workplace Harassment
- Workforce Violence
- Employee Cruelty



UNIT 9 COMPLETED