Name:	Unedh
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Invigilator's Signature :	

CS/B.Tech(ECE)/SEM-6/HU-601/2012 2012

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) Employee turnover is
 - a) the rate at which employee absent themselves
 - b) putting the right man in the right job
 - c) the rate of change of working hands of particular organization during a given period
 - d) the rate of theft committed by employees.
 - ii) Who professed 'Hygiene Theory of Motivation'?
 - a) Abraham Maslow b) Philip Kotler
 - c) Douglas McGregor d) Herzberg.

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iii)		e Wage Boards appointed by the Government are nally consists of number of persons.					
	a)	5	b)	10			
	c)	12	d)	7.			
iv)	Financial Management deals with						
	a)	satisfying the needs of customer					
	b)	procurement and utilization of funds					
	c)	designing user friendly products					
	d)	training and development of employees.					
v)	Plan	Planning is					
	a) looking ahead						
	b)	guiding people					
	c)	delegation of author	rity				
	d)	looking back.					
vi)	X an	d Ytheory was crea	ted by				
	a)	McGregor	b)	A. Maslow			
	c)	Peter Drucker	d)	F.W. Taylor.			
vii)	The basic equation for financial accounting includes the entity						
	a)	assets	b)	liabilities			
	c)	owner's equity	d)	all of these.			
viii)	Trade Union Act was passed in the year						
	a)	1948	b)	1890			
	c)	1926	d)	1947.			
ix)	Which function of management is the basic of all other functions?						
	a)	Controlling	b)	Staffing			
	c)	Planning	d)	Directing.			
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- x) Which method of analysis is used for determining criticality of items?
 - a) VED analysis
- b) ABC analysis
- c) FSN analysis
- d) None of these.
- xi) Which of the following is a principle of TQM?
 - a) Customer satisfaction
 - b) Continuous improvement
 - c) Both (a) and (b)
 - d) None of these.
- xii) Productivity is the
 - a) output-input ratio
- b) input-output ratio
- c) production
- d) cost of production.

GROUP - B

(Short Answer Type Questions)

Answer any *three* of the following.

 $3 \times 5 = 15$

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- 2. Define total Quality management. What are its essential elements?
- 3. Elucidate the steps of planning.
- 4. Describe 'flow production' and 'batch production'.
- 5. Discuss on 'collective bargaining'.
- 6. Write a note on Cost benefit analysis.

GROUP - C

(Long Answer Type Questions)

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

- 7. What do you mean by the term "Production" and "Productivity"? What do you mean by Quality Control? Explain the term "Economic Order Quantity". 5+5+5
- 8. What is marketing and how does it differ from sales?
 Discuss the four components (Product, Price, Place,
 Promotion) of Marketing mix. 5 + 10

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9. a) Determine the control limits for *R*-Chart from the following data and draw the control chart and state your recommendation.

Sample	Value of Sample Items inspected				
No.	X 1	X ₂	<i>X</i> ₃	X 4	
1	15.58	18.82	15.45	15.71	
2	15.94	15.07	15.02	15.81	
3	15.63	15.67	15.60	15.54	
4	15.17	15.08	14.81	15.02	
5	15.18	15.40	15.34	15.36	

(Conversion factors for a sample of size n=4 are given $D_3=0$ and $D_4=2{\cdot}282$)

b) Discuss on budgetory control.

9 + 5

10. Write short notes on any three of the following:

 3×5

- a) BCG matrix
- b) Six sigma
- c) SWOT analysis
- d) ABC system of inventory control
- e) Objectives of Financial management.
- 11. a) What is HRM? How does it differ from Personnel management?
 - b) Briefly explain the need for training and development of employees.
 - c) Discuss on the steps of recruitment of a personnel.

4 + 6 + 5

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