

**THE UNIVERSITY OF ZAMBIA**  
**SCHOOL OF HUMANITIES AND SOCIAL SCIENCES**  
**DEPARTMENT OF ECONOMICS**

BBA 1110: Tutorial Sheet 5

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1. Production is defined as the step-by-step conversion of one form of material into another form through process to create or enhance the utility of the product to the user.
  - (a) Discuss the following production methods
    - (i) Job Production
    - (ii) Batch Production
    - (iii) Mass Production
    - (iv) Just in Time Production
  - (b) Discuss the factors to consider when choosing the location of a business. What are the benefits of quality control and assurance?
2. “Controlling is not possible without planning”.
  - (a) Identify the importance of planning highlighted by this statement.
  - (b) Explain the steps involved in the controlling process.
  - (c) Describe the three types of planning. What are the basic steps in any planning process? What are the benefits of planning in management?
3. In designing the organizational structure two key aspects to be decided, the distribution of authority (infrastructure) and the superstructure (Departmentalization). Discuss
  - i) Centralization and Decentralization
  - ii) Functional Departmentalization
  - iii) Process or Equipment Departmentalization
  - iv) Matrix organizational structure
4. Explain five alternative marketing concepts which organizations conduct.