

# NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

## FACULTY OF INDUSTRIAL TECHNOLOGY

### DEPARTMENT OF INDUSTRIAL & MANUFACTURING ENGINEERING

#### 1<sup>st</sup> SEMESTER EXAMINATIONS - FEBRUARY 2010

#### INDUSTRIAL MANAGEMENT I - TIE 3115

##### Instructions to Candidates

Time allowed 3 hours

Answer any Five questions only

All questions carry 20 marks each

##### QUESTION 1

a) Explain, using practical examples, the meanings of the following terms as relating to management functions

- i. strategic planning [5]
- ii. tactical planning [5]
- iii. operational planning [5]

b) Under what planning levels would the following be a cause for concern:

- i. failure to deliver raw materials on time [1]
- ii. oil prices likely to go up in the world market [1]
- iii. electricity power load shedding [1]
- iv. the national budget [1]
- v. pending national general elections [1]

##### QUESTION 2

Discuss in detail the advantages and disadvantages of the following:

- a) sole trader [5]
- b) cooperative [5]
- c) partnership [5]
- d) franchise [5]

##### QUESTION 3

Briefly explain the historical origins of Industrial Management, giving practical examples of landmark development stages. [20]

#### **QUESTION 4**

Create two companies of your choice, a service providing company and a goods manufacturing or producing company.

- a) For each, draw out
  - i) a typical vision statement [4]
  - ii) a typical mission statement [4]
  - iii) a set of four corporate objectives. [4]
- b) Which one of the above can be used:
  - i) as a source of inspiration to workers [2]
  - ii) as a source of identity [2]
  - iii) as a constant reminder of direction [2]
  - iv) as a rallying point for all employees? [2]

#### **QUESTION 5**

- a) Identify four basic management principles and [4]
- b) briefly describe each one of the above to show how the top management uses them to run their companies effectively and efficiently [8]
- c) Under what principle is evaluation of general and overall progress of company operations done? Explain. [4]
- d) Identify any two examples that you think show a management's guiding capacity, and explain the choices [4]

#### **QUESTION 6**

- a) The following are leadership styles:
  - i. Democratic
  - ii. Dictatorship
  - iii. AutocraticFor each, identify and explain three main characteristics that clearly show their meaning. [12]
- b) For an institution such as NUST, what sort of management or leadership style would you recommend? Give four reasons to support your answer. [8]

***End of Exam***