

NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

FACULTY OF INDUSTRIAL TECHNOLOGY

DEPARTMENT OF INDUSTRIAL AND MANUFACTURING ENGINEERING

**Bachelor of Engineering Honours Degree Industrial & Manufacturing
Engineering**

1ST SEMESTER EXAMINATION - DECEMBER 2011

INDUSTRIAL MANAGEMENT I

COURSE CODE: TIE 3115

EXAMINATION DURATION 3 HOURS

INSTRUCTIONS TO CANDIDATES

- 1 Answer **FIVE** questions only
- 2 All questions carry 20 marks each

QUESTION 1

- a) What is an organizational structure? Explain. [5]
- b) State and explain two purposes served by an organizational structure. [5]
- c) Franchising has become the buzz word in modern day industry.
 - i) Explain what a franchise is in full. [5]
 - ii) Clearly state the two advantages and two disadvantages of operating one. [5]

QUESTION 2

Describe with specific examples the types of duties carried out by the following personnel as found in an industrial set up with reference to:

- a) Authority
- b) Decision making
- c) Referent power
 - i) Managing Director [5]
 - ii) General Manager [5]
 - iii) Chief Executive Officer [5]
 - iv) Board Chairman [5]

QUESTION 3

- a) What are corporate objectives? [4]
- b) List and explain four such objectives. [4]
- c) Of what significance are they? [4]
- d) Explain the following terms:
 - i) Management by Objectives (MBO) [4]
 - ii) Management by Walking (MBW) [4]

QUESTION 4

From the core management functions, explain giving two examples each:

- i) How the regulation of company activities is effected [5]
- ii) How checks on financial and assets usage are made [5]
- iii) How quality assurance is achieved [5]
- iv) How the company can diversify [5]

QUESTION 5

Clearly explain using examples to show the differences, if any at all in the following terms:

- i) Power [5]
- ii) Authority [5]
- iii) Responsibility [5]
- iv) Accountability [5]

QUESTION 6

Discuss what you understand by delegating in management, highlighting the limitations and challenges that it poses. [20]

END OF EXAM