

2803/301
INDUSTRIAL ORGANIZATION
MANAGEMENT II AND
QUALITY CONTROL II
June/July 2022
Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

DIPLOMA IN FASHION DESIGN AND CLOTHING TECHNOLOGY

MODULE III

INDUSTRIAL ORGANIZATION MANAGEMENT II AND QUALITY CONTROL II

3 hours

INSTRUCTIONS TO CANDIDATES

This paper consists of TWO sections; A and B.

Answer any THREE questions from section A and any TWO questions from section B in the answer booklet provided.

Maximum marks for each part of a question are as indicated.

Candidates should answer the questions in English.

This paper consists of 3 printed pages.

Candidates should check the question paper to ascertain that all pages are printed as indicated and that no questions are missing.

SECTION A: INDUSTRIAL ORGANIZATION MANAGEMENT II (60 marks)

*Answer any **THREE** questions from this section.*

1. (a) Explain the following terms:
 - (i) costing;
 - (ii) inventory;
 - (iii) procurement;
 - (iv) work study.

(8 marks)
- (b) Explain **four** factors which may affect the efficiency of operators in a workshop.

(8 marks)
- (c) Outline **four** objectives of providing information on a product package.

(4 marks)
2. (a) Explain **four** factors which determine an office layout.

(8 marks)
- (b) Explain **three** factors to consider when locating a store.

(6 marks)
- (c) Show **three** effects of reduced cycle time in production.

(6 marks)
3. (a) Explain **three** objectives of vendor assessment in a procurement process.

(6 marks)
- (b) Explain **four** factors to consider when planning an operator's workload.

(8 marks)
- (c) Describe **three** possible effects of using wrong production procedures.

(6 marks)
4. Kimani is operating an apparel distribution firm in Nairobi's Central Business District. A greater percentage of his profit is being spent in maintaining a rented office.
 - (a) (i) Elaborate to Kimani **three** ways in which he can lower the office cost.

(6 marks)
 - (ii) Explain **four** factors that Kimani must have considered when locating the office.

(8 marks)
 - (b) Outline **six** possible effects of poor location of a business office.

(6 marks)
5. (a) Explain **five** objectives of costing in production.

(10 marks)
- (b) (i) Explain the term 'manufacturing capacity'.

(2 marks)
- (ii) Explain **four** aims of production management.

(8 marks)

SECTION B: QUALITY CONTROL II (40 marks)

Answer any TWO questions from this section.

6. (a) Explain the following terms:
- (i) inspection;
 - (ii) specification;
 - (iii) quality control manual;
 - (iv) quality tradition.
- (8 marks)
- (b) Explain **three** objectives of classifying defects. (6 marks)
- (c) Describe **three** situations when inspection procedures can be relaxed in production. (6 marks)
7. (a) Describe **two** positive and **three** negative effects of remanufacturing defective goods. (10 marks)
- (b) (i) Outline **five** roles of the Kenya Bureau of Standards. (5 marks)
- (ii) Highlight **five** challenges faced by the Kenya Bureau of Standards in quality management. (5 marks)
8. (a) Explain **four** objectives of specifications to a manufacturer. (8 marks)
- (b) Explain **four** advantages of inspection as a quality control technique. (8 marks)
- (c) Identify **four** sampling techniques. (4 marks)

THIS IS THE LAST PRINTED PAGE.