



MURANG'A UNIVERSITY COLLEGE

(A Constituent College of Jomo Kenyatta University of Agriculture and Technology)

FACULTY	:	SCHOOL OF ENGINEERING AND TECHNOLOGY
DEPARTMENT	:	ELECTRICAL & ELECTRONICS
COURSE	:	CERTIFICATE
ACADEMIC YEAR	:	2014/2015
UNIT	:	WORKSHOP ORGANIZATION MANAGEMENT
UNIT CODE	:	SEE0114
CLASS	:	EE/P/14CM
TIME	:	2HOURS
EXAM	:	SPECIAL/SUPPLEMENTARY
DATE	:	3 rd AUGUST 2015

Instructions to candidates

This paper contains **four (4)** questions

Answer question **ONE** in **section A** and any other two questions from **section B**

You should have the following for this examination;

- Drawing instruments
- Scientific calculator

Mobile phones are not allowed in the examination room



MRUC IS ISO 9001:2008 CERTIFIED

SECTION A: (COMULSARY)

1. a) State FOUR key notes of scientific management thought **4marks**
b) State and explain FIVE function of management **10marks**
c) Define progressing as used in production planning and control **2marks**
d) Define the following terms as applied in work study **4marks**
 a. work measurement
 b. qualified worker
e) Explain the following types of inspection **6marks**
 i. tool inspection
 ii. first piece inspection
 iii. sample inspection
f) State four types of tender opportunities **4marks**

SECTION B (ANSWER TWO QUESTIONS FROM THIS SECTION)

2. a) Explain the following principles of management **10marks**
 i. unity of command
 ii. division of work
 iii. scalar chain
 iv. remuneration
 v. unity of direction
b) Describe the basic types of production **6marks**
c) Explain the following documents used in dispatching **4marks**
 i. work orders
 ii. move tickets
3. a) state the major elements of marketing mix **4marks**
b) Describe the following types of tenders **8marks**
 i. open tendering
 ii. select tendering
 iii. multistage tendering
 iv. invited tendering
4. a) Outline the main steps in the tendering process **14marks**
b) State the six elements of a contract that make it a legal and binding document **6marks**