

2803/201
INDUSTRIAL ORGANIZATION,
MANAGEMENT I AND QUALITY
CONTROL I
June/ July 2023
Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL
DIPLOMA IN FASHION DESIGN AND CLOTHING TECHNOLOGY
MODULE II

INDUSTRIAL ORGANIZATION, MANAGEMENT I AND
QUALITY CONTROL I

3 hours

INSTRUCTIONS TO CANDIDATES

This paper consists of TWO sections; A and B.

Answer any THREE questions in 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 the pages are printed as indicated and that no questions are missing.

SECTION A: INDUSTRIAL ORGANIZATION MANAGEMENT I (60 marks)

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

1. (a) Explain **four** benefits of putting control measures in an organization. (8 marks)
- (b) Outline **six** causes of communication barriers in an organization. (6 marks)
- (c) Describe **three** situations when delegation of authority may be necessary. (6 marks)
2. (a) Explain **four** factors which can affect the supervisory span of control. (8 marks)
- (b) Explain **four** objectives of production management. (8 marks)
- (c) Outline **four** roles of a director in an organization. (4 marks)
3. (a) Explain **four** advantages of using material handling systems in production. (8 marks)
- (b) Describe **four** types of resources required in an apparel manufacturing firm. (8 marks)
- (c) Outline **four** advantages of on-the-job training (4 marks)
4. (a) Describe **three** types of charts that represent the relationships within an organization. (6 marks)
- (b) Outline **three** advantages and **three** disadvantages of displaying organization charts. (6 marks)
- (c) Explain **four** negative effects of a functional line organization structure. (8 marks)
5. (a) Explain **three** benefits of conducting exit interviews for outgoing employees. (6 marks)
- (b) Outline **six** causes of resource wastage in production. (6 marks)
- (c) Highlight **four** effects of motivating a workforce. (4 marks)
- (d) Outline **four** reasons for transferring workers within an organization. (4 marks)

SECTION B: QUALITY CONTROL I (40 marks)

Answer any TWO questions from this section.

6. (a) Identify **six** items likely to be found in a skirt quality control checklist. (6 marks)
- (b) Explain **five** causes of quality variation among products. (10 marks)
- (c) Outline **four** crucial areas of training for a quality controller. (4 marks)
7. (a) Highlight **four** roles of a quality controller in a garment manufacturing firm. (4 marks)
- (b) Explain **three** workshop features which can improve the quality of products. (6 marks)
- (c) Identify **five** characteristics of a good quality product. (5 marks)
- (d) Outline **five** stages of quality control checking in a garment making firm. (5 marks)
8. (a) Describe **three** legitimate costs which can be incurred in quality control. (6 marks)
- (b) Outline **four** benefits of producing good quality items at first attempt. (4 marks)
- (c) Explain **five** ways of minimizing quality control costs. (10 marks)

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