

2803/301  
INDUSTRIAL ORGANIZATION,  
MANAGEMENT II AND QUALITY  
CONTROL II  
Oct./Nov. 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

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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 the 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 **five** possible outcomes of ineffective planning in a production firm. (10 marks)
- (b) Outline **six** situations when it may be necessary to conduct method study in a factory. (6 marks)
- (c) Identify **four** pieces of information which may be found on a product package. (4 marks)
2. (a) Explain **three** factors which can lead to a reduction in the price of a product. (6 marks)
- (b) Explain **three** objectives of ensuring organized disposal of a firm's assets. (6 marks)
- (c) Outline **four** shortcomings of over stocking raw materials. (8 marks)
3. (a) (i) Explain **four** benefits of supervising office operations. (8 marks)
- (ii) Outline **four** ways of improving the office environment. (4 marks)
- (b) Explain **four** factors to consider when planning the layout of a storage facility. (8 marks)
4. (a) Explain **four** ways in which a manufacturing firm can minimise the production cost. (8 marks)
- (b) Explain **four** factors to consider when scheduling production. (8 marks)
- (c) Highlight **four** objectives of public relations in an organization. (4 marks)
5. Wapi is experiencing a lot of problems in his firm caused by line imbalance.
- (a) Explain **four** possible causes of the line imbalance. (8 marks)
- (b) Explain **four** possible effects of the line imbalance. (8 marks)
- (c) Outline **four** factors Wapi should consider when replanning the production lines. (4 marks)



**SECTION B: QUALITY CONTROL II (40 marks)**

*Answer any TWO questions from this section.*

6. (a) Outline **five** possible causes of quality failure in each of the following stages:
- (i) assembling process; (5 marks)
  - (ii) storage. (5 marks)
- (b) Describe **five** situations when sampling is the most suitable quality control technique. (10 marks)
7. ✓ (a) Identify **ten** items expected in a shirt pocket quality specification sheet. (10 marks)
- (b) Describe **five** ways in which a quality supervisor can ensure that quality control is maintained. (10 marks)
8. (a) Explain **four** benefits of conforming to industry-wide quality standards. (8 marks)
- (b) Outline **six** possible effects of lack of quality control in a manufacturing firm. (6 marks)
- (c) Describe **three** roles of a quality circle in an organization. (6 marks)

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