

2803/301

**INDUSTRIAL ORGANIZATION,  
MANAGEMENT II AND  
QUALITY CONTROL II**

June/July 2020

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**

**INSTRUCTIONS TO CANDIDATES**

*This paper consists of EIGHT questions in 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 AND MANAGEMENT II (60 marks)**

*Answer any THREE questions from this section.*

1. (a) (i) Outline **three** objectives of obtaining information before a procurement process. (6 marks)
- (ii) Explain **three** ways of ensuring the right quality of goods is delivered in a procurement process. (6 marks)
- (b) Explain **four** objectives of controlling stock level in an organization. (8 marks)
2. (a) Outline **five** aims of conducting method study in a manufacturing firm. (10 marks)
- (b) Explain each of the following terms:
  - (i) plant layout; (2 marks)
  - (ii) cost estimation. (2 marks)
- (c) Highlight **six** effects of a poor plant layout. (6 marks)
3. (a) Outline **seven** ways of minimising noise in an office. (7 marks)
- (b) Explain **three** ways of minimising the cost of reproducing documents in an office. (6 marks)
- (c) (i) Define the term 'collective bargaining'. (1 marks)
- (ii) Explain **three** requirements of a collective bargaining agreement. (6 marks)
4. Ritanda has been a machine operator in Sewland Fashion House where she sustained an injury during a night shift.  
  
The management has declined to settle her compensation claim after a long period of investigation.
  - (a) Highlight **six** possible causes of Ritanda's injury. (6 marks)
  - (b) Describe **three** grounds on which compensation can be declined. (6 marks)
  - (c) Explain **four** ways in which the management can prevent the occurrence of such accidents in the future. (8 marks)

5. (a) Explain **three** ways in which collective bargaining enhances labour relations. (6 marks)
- (b) Describe each of the following provisions of the Factories Act, citing **two** examples in each case:
- (i) health; (3 marks)
- (ii) safety; (3 marks)
- (iii) welfare. (3 marks)
- (c) Outline **five** employees' disputes that are related to the nature of work. (5 marks)

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

*Answer any TWO questions from this section.*

6. (a) Describe the following quality control methods, citing **two** advantages in each case:
- (i) sampling; (4 marks)
- (ii) inspection. (4 marks)
- (b) Highlight **six** roles performed by the Kenya Bureau of Standards in quality control. (6 marks)
- (c) Outline **six** benefits of installing a quality control system in production. (6 marks)
7. (a) Explain **two** benefits of checking products during production. (4 marks)
- (b) Describe **four** external factors which can affect the quality of goods in a firm. (8 marks)
- (c) Identify **eight** stages at which quality control can be conducted in a garment making process. (8 marks)
8. (a) Highlight **eight** specifications for a chef's jacket. (8 marks)
- (b) Explain **three** objectives of formulating international standards. (6 marks)
- (c) Show **three** ways of identifying garment defects. (6 marks)

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