

KATHMANDU UNIVERSITY
End Semester Examination
August, 2018

Mark Scored:

Level : B. Sc.
Year : IV

Course : MGTS 403
Semester : I

Exam Roll No. :

Time: 30 min

F. M. : 20

Registration No.:

Date **AUG 08 2018**

SECTION "A"

[20 Q × 1 = 20 marks]

Select the most appropriate answer of the following.

1. Engineers can become good managers only through -----
a. Experience
b. Taking master degree in management
c. Effective career planning
d. Trainings
2. What management functions refers to the process of anticipating problems, analyzing them, estimating their likely impact and determining actions that will lead to the desired outcomes and goals?
a. Planning
b. Leading
c. Controlling
d. Organizing
3. What organizational structure in which each project is assigned to a single organizational unit and the various functions are performed by personnel within the unit?
a. Functional organization
b. Territorial organization
c. Process organization
d. Product organization
4. What is an important tool for the design and implementation of the project work content?
a. Linear responsibility chart
b. Matrix responsibility chart
c. Responsibility interface Matrix
d. Quantitative responsibility chart
5. Closed –loop control is also known as
a. Dynamic control
b. Non cybernetic control
c. Cybernetic control
d. Automatic control
6. Liquidity ratio measures the ability to meet
a. long term obligations
b. Short term obligations
c. Operating ratios
d. Inventory turnover
7. A function of an engineer where the engineer is assigned to manage group of people performing specific skills and tasks
a. Teaching
b. Management
c. Government
d. Consulting
8. System engineering/ new product development comprises the following tasks:
a. State the problem, model and integrate the system, launch the system , assess and reevaluate
b. Model and integrate the system, State the problem, launch the system, assess and reevaluate
c. State the problem, model and integrate the system, assess and reevaluate, launch the system
d. Assess and reevaluate, launch the system, model and integrate the system, state the problem
9. Screening or concurrent control refers to the control of,
a. Variance calculated
b. Feedback control
c. Work carried simultaneously
d. Feed forward control

10. The American Society for Quality (ASQ) has established four categories of cost to help in the analysis they are
 - a. Prevention cost, Appraisal cost, Internal failure cost, External failure cost
 - b. Prevention cost, manufacturing cost, Internal failure cost, External failure cost
 - c. Prevention cost , R&D cost, manufacturing cost, External failure cost
 - d. Prevention cost, Manufacturing cost, Internal failure cost, Transportation cost
11. Bundle of right to reproduce, derive, distribute , perform and display an original creative work in a tangible form for the life of author plus 70 more years thereafter is
 - a. Copyright
 - b. Patent
 - c. Service mark
 - d. Trademark
12. Total productive maintenance (TPM) is a concept originated by the Japanese is an
 - a. Top down
 - b. System oriented
 - c. Integrated
 - d. Process oriented
13. Break even point can be calculated by
 - a. $\text{Fixed cost} / (\text{unit selling price} - \text{variable costs})$
 - b. $\text{Variable cost} / (\text{unit selling price} - \text{fixed costs})$
 - c. $\text{Sales price} / (\text{unit selling price} - \text{Variable costs})$
 - d. $\text{Variable price} / (\text{selling price} - \text{fixed cost})$
14. The major characteristics of project comprises of
 - a. Cost
 - b. Responsibility
 - c. Time
 - d. Activities
15. The basic difference between PERT and CPM is that
 - a. PERT deals with events and CPM with activities
 - b. Critical path is determined in PERT only
 - c. Costs are considered on CPM only and not in PERT
 - d. Gussed times are used in PERT and evaluated times in CPM
16. One of the major advantages of functional organization is
 - a. Simpler project communication
 - b. Rapid reaction time possible
 - c. Efficient use of technical personnel
 - d. Training ground for general management
17. One of the best method of conflict management is
 - a. Smoothing
 - b. Confronting
 - c. Compromising or negotiating
 - d. Problem solving
18. Whistle blowing can be best define as
 - a. It is an act, where blower exposes any kind of information
 - b. It is an act, where blower exposes unethical and illegal act of an organization
 - c. It is an act, where blower exposes any kind of information, which are unethical and illegal
 - d. It is an act, where blower exposes any kind of legal and illegal act of an organization
19. Ergonomics looks more precisely at employees' well being as well as organization well being. It relates----- as most important factor in working environment
 - a. Health, comfort and performance
 - b. Health, motivations and payments
 - c. Health, comfort and motivation
 - d. Health, comforts and payments
20. Business layout best can be define as
 - a. Partition
 - b. Staff welfare facilities
 - c. Services
 - d. Working environment

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SECTION "B"

[7Q × 5 = 35 marks]

Attempt *ANY SEVEN* questions.

1. Matsushita emphasized the residual disadvantages to the United States of the teaching of Frederick Taylor. Discuss the positive contributions made by Taylor and his contemporaries in the scientific management movement.
2. If you were structuring Maslow's need hierarchy specifically for (a) scientist and (b) engineers, would you do it any differently? Explain.
3. Chart an organization with which you are familiar that has at least three organizational levels, and identify the number of people reporting to each manager at each level. How do the spans of control at the level compare with those at higher levels(s) ?
4. Describe the purpose, size, preparation for, conduct and follow-up involved in a committee meeting with which you are familiar, and critique each of these. Could a team have handled the material better?
5. Which in your opinion, are the most important characteristics of an effective control system? Justify your choices. What other important characteristic(s) might one add?
6. Your company has two alternative opportunities, each requiring your entire capital investment budget of \$ 325,000. Alternatively A will return \$ 390,000 at the end of one year; alternative B will return \$ 2,16,000 at the end of each of first two years. Which (if either) alternative should you recommend on the basis of (a) simple payback ? (b) net present worth?
7. Where might engineering knowledge and skills be valuable in each of the following functions: (a) human resources management (b) purchasing, and (c) other materials management activities?
8. What types of projects are managed most effectively by using the (fully or partially) projected organization? What types are managed most effectively as part of the normal functional organization?
9. Describe the formal and informal code of ethical conduct established by a company with which you are familiar.

SECTION "C"

[2Q × 10 = 20 marks]

Attempt *ANY TWO* questions.

10. You operate a small wooden toy company making two products: alphabet blocks and wooden trucks. Your profit is \$ 30. 00 per box of blocks and \$ 40.00 per boxes of trucks. Production a box of blocks requires one hour of woodworking and two hours of painting; producing a box of trucks takes three hours of woodworking. But only one hour of painting. You employ three woodworkers and two painters, each working hours 40 hours a week. How many boxes of blocks (B) and trucks (T) should you make each week to maximize profit? Solve graphically as a linear program and confirm analytically.
11. The Ajax Corporation is proud of its quality- control program. It employs two quality engineers at an average \$ 35,000 salary for quality planning and engineering, test method development, and quality training. Every item is 100 percent inspected, using eight inspectors earning an average salary of \$ 30,000 per year. Nevertheless, in a typical year about 100 items averaging \$500 in value must be scrapped, and another 200 require rework costing an average of \$ 75.00. Customer service costs estimated at \$ 15000 annually are generated by still more defects that slip through. Analyze the firm's quality cost situation, and make recommendations.
12. Congratulations' you have served an R & D manager so effectively that you have been appointed Director for your company's affiliated in Tokyo. What differences will you expect to find in your new assignment (other than language), and how might this affect your life and your management style?