

Time: 2½ Hours

Total Marks:75

Q 1.

A. DEFINE

(15)

(5)

1. Scalar Chain
2. Organising
3. Trait Theories
4. Six Sigma
5. PDCA

B. FILL IN THE BLANKS

(5)

1. In a _____ structure, decisions are made at high level by top managers.
2. Under the principle of _____ there is one supervisor who manages every subordinate who is accountable to one boss at a time.
3. _____ becomes easy through establishment of standards.
4. Once the deviations are known the manager has to take _____.
5. _____ is a form of control technique related to the financial aspect of the organisation.

C. MATCH THE FOLLOWING.

(5)

- | | |
|-------------------------|--|
| 1. Social System School | a. Leaders are made, not born. |
| 2. Henry Fayol | b. Meet the broad objectives of the organisation |
| 3. Strategic Plans | c. Green Belt |
| 4. Behavioral Theory | d. Unity of Direction |
| 5. Six Sigma | e. Related to Human Behaviour |
| | f. Controlling |

Turn Over

Q 2. Answer the following:- Any 3**(15)**

1. What is management ? Explain the process of management in detail.
2. Elaborate how management is a science.
3. What are major traits a person should possess to become an efficient manager.
4. Explain the different levels of management.
5. Explain any 5 principles of management laid down by Henry Fayol.
6. Write a short note on the roles of a manager.

Q 3. Answer the following:- Any 3**(15)**

1. What are the elements of an organisational structure.
2. Explain any 2 Leadership theories.
3. What do you understand by Planning and explain the essential requirements of a good plan.
4. Explain the types of Single Used Plans.
5. Elaborate on the features of 'Controlling Process'.
6. Write down about any 2 principles of organisation.

Q 4. Answer the following:- Any 3**(15)**

1. Define MBO and explain its process.
2. Write a short note on the concept of TQM
3. What do you mean by Total Quality Management.
4. Explain the 2 methods of Six Sigma.
5. Mention any 5 leadership roles which is one of the criteria of TQM.
6. List down 'Deming Philosophy' . Any 5.

Turn Over

Q 5. Answer the following:- Any 3

(15)

1. Mention the benefits of TQM.
2. Write a short note on ‘Delegation of Authority’.
3. Write down the importance of Co-ordination.
4. Explain the 6 m’s management.