CII Institute of Logistics

PGDSCM & Certificate Programs

Semester-end Examination – June 2010

MANAGEMENT PRINCIPLES FOR LOGISTICIANS

Time : Three Hours Marks : 100

Part A

Answer all questions (10 x 1 = 10 Marks)

1. Father of scientific management
   a) Peter F Drucker
   b) Luther Gluick
   c) Henry Fayol
   d) Chester Bernard

2. Special skill of managing by attending only to exceptionally important matters
   a) Management by Objectives
   b) Management by exception
   c) Planning
   d) Controlling

3. ..... Studies experience through cases.
   a) Interpersonal behavior approach
   b) Group behavior approach
   c) Empirical approach
   d) Decision theory approach

4. Written document that describes the minimum acceptable qualification required of a person to fill a job.
   a) Job analysis
   b) Job description
   c) Job application
   d) Job Specification

5. Which among the following is not an advantage of planning?
   a) Keeps organization competitive
   b) Helps in achieving the objectives of the organization
   c) Ensures certainty of future performance
   d) Helps in smooth performance of all functions

6. _____ is a computerized database which contains basic information pertaining to each employee.
   a) Management information system
   b) Replacement planning
   c) Succession planning
   d) Skills inventory

7. _____ is a mechanism that enables lining things to work efficiently together.
   a) Planning
   b) Organizing
   c) Controlling
   d) Staffing

8. Which among the following is not an advantage of Group Decision Making
   a) Groups can accumulate more knowledge and facts
   b) Groups can work more faster than individuals
   c) Groups have broader perspective
   d) Groups decision process serve as an important Communication function

9. _____ will create self confidence in workers and help the leader to win the confidence, loyalty and cooperation of all subordinates
   a) Autocratic
   b) Democratic
   c) Benvolent
   d) Laissez Faire

10. _____ aims at facilitating communication throughout the organization and increasing the efficiency and productivity of employees through the automation of document and message processing.
    a) TPS
    b) OAS
    c) DSS
    d) MIS

Part B

Answer any four (4 x 15 = 60 marks)

1. Write short note on the following
   a. Delegation of authority and responsibility
   b. Line and staff relationships
   c. Management Information system

d. Different types of communication in Business Organization
e. Departmentation

2. Explain in detail the 14 principles propounded by Henry Fayol.

3. What do you understand by 'Span of Management'? Explain the factors influencing the span of management.

4. Explain Maslow's Need Hierarchy Theory.

5. What do you mean by controlling? Explain the features of controlling

6. Explain Trait Theory of Leadership and Situational Theory of Leadership.

Part C

Read all the cases and answer the questions given to it. Marks (3 x 10 = 30)

1. Menon and Company is engaged in manufacturing both diesel and power engines. The company has been depending upon a Bombay based manufacturer for the supply of four important parts for its products. For the last two years the supply of these parts has been erratic, irregular and inadequate. This has adversely affected the production schedule of the company due to which it could not execute orders from its customers in the country and also from South Korea, Philippines and Middle East.

The Chairman of the company is actively considering taking up production of these parts by erecting new workshops of the company. The consultant of the Company is of the opinion that the company should try some other supplier of these parts instead of erecting its own workshop. Some members of the Board of Directors are of the opinion that instead of erecting a new workshop, the company should acquire a sick engineering unit of the city and renovate it for the manufacturing of the spare parts.

You are required to give your considered opinion in the matter. Do you agree with the chairman, with the consultant or with the Directors? Support your stand.

2. Mr. Deepak is the manager of information systems in Deepa Corporation Ltd. In a discussion, he tells his President that with the installation of modern computer system in the department, availability of up-to-date information to all concerned and prompt exchange of information and timely reports to all concerned could be expected. So control on all operations including control on time at disposal was possible and therefore management of all the desired levels or standards was going to be a reality. The president replied, "I do hope that you are right. But I am not so sure". Questions: a) Do you think the manager, Deepak is right? Why? Why not? b) Do you think the President is right? Why? Why not?

3. The manager's role is greater than the process of organizing people in order to achieve particular outcomes. While it includes the process, the real challenge is to manage by leading and inspiring people. Discuss this statement and point out whether the most important management skills are organizing and controlling or planning and leading.

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