



UNIVERSITY OF RUHUNA

Faculty of Engineering

End-Semester 5 Examination in Engineering: August 2014

Module Number: IS 5312

Module Name: Industrial Management

[Three Hours]

[Answer all questions]

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Q1

a) What are the different levels of management? Briefly differentiate directing and controlling functions of the management.

(06 Marks)

b) "Conceptual, human and technical skills are the skills required for a successful manager." Rationalize this statement.

(06 Marks)

Q2.

a) Organizational structures are differing. Explain briefly the reasons behind these differences?

(04 Marks)

b) (i) What is Span of Control? Why is it important in an organizational structure?

(04 Marks)

(ii) What are the considerations determining the Span of Control.

(04 Marks)

Q3.

a) Explain the term “productivity” Enlist the factors affecting productivity.

(04 Marks)

b) (i) What is TQM? What are its objectives?

(04 Marks)

(ii) Discuss the key element of customer satisfaction in TQM?

(04 Marks)

Q4.

a) Define Project Management and briefly explain the process of Project Management.

(06 Marks)

b) Network Analysis helps designing, planning, coordinating, controlling and decision making in order to accomplish projects economically. Discuss bringing out the application of network technique

(06 Marks)

Q5.

a) What is meant by Human Resource Management?

(04 Marks)

b) Elaborate some of the main challenges which might be faced by the Managers in future in the management of people in business and industry.

(08 Marks)