

No. of sheets: 1

(2,39)

## *Sardar Patel University*

Masters in Quality and Productivity Management Examination

**First Semester**

**QP: 103 - Management of Productivity**

Date: 26-04-08

Time: 11.00 am to 2.00 pm

Total Marks: 100

**INSTRUCTIONS:** (1) Marks for each question given on right hand side  
(2) Explain giving appropriate examples.  
(3) Be precise in your answers.

- 1 Explain the need and importance of organization in shaping better future for mankind. 20  
**OR**
- 1 Explain the process of management. 20
- 2 Discuss the steps in rational decision-making process. Can a manager take rational decisions always? Explain principle of bounded rationality. 20  
**OR**
- 2 Explain four building blocks of an organizing process and discuss the steps for effective coordination in organization. 20
- 3 Why control is necessary for management? Explain the basic control process. 20  
**OR**
- 3 What are major control techniques used by managers? Explain any two techniques in detail. 20
- 4 What is departmentalization? Explain, giving example, different basis for departmentalization. Why matrix organization is preferred organization? 20  
**OR**
- 4 Discuss the importance of planning and explain planning process. 20
- 5 Write any **Two**. 20
  - (a) What is "Total Productivity Model"? Give its advantages and disadvantages
  - (b) Define partial productivity. Which different factors can be considered for partial productivity?
  - (c) American Productivity Center (APC) Model explaining price recovery factor
  - (d) Differentiate between productivity and performance and production giving examples

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