

(Please write your Exam Roll No.)

Exam Roll No. 60225602814

# END TERM EXAMINATION

FIFTH SEMESTER [B.TECH] DECEMBER- 2016

Paper Code: ETMS-311

Subject: Industrial Management

Time: 3 Hours

Maximum Marks: 75

Note: Attempt any five questions including Q.No1 which is compulsory.  
Select one question from each unit.

- Q1 Write short notes on any five of the following:- (5x5=25)
- (a) Gherao and its legality
  - (b) Industrial Management and industrial Relation
  - (c) Worker's participation in Management
  - (d) Therbling
  - (e) Quality control
  - (f) Flow Process Chart
  - (g) Six Sigma
  - (h) ILO and India

## UNIT-I

- Q2 Discuss the importance of collective bargaining as a method of regulating relations between employers and employees in the modern industrial set up. Give suggestions for making it strong and successful. (12.5)
- Q3 Discuss the preventive machinery to check the industrial disputes in India. State the benefits of good industrial relations. (12.5)

## UNIT-II

- Q4 Explain the rights of a registered trade union under the Trade Union Act 1926. Why do workers join trade unions? Explain. (12.5)
- Q5 Write short notes on the following:-
- (a) Size of Trade Unions (4)
  - (b) Outside leadership of Trade Unions (4)
  - (c) Functions of Trade Unions (4.5)

## UNIT-III

- Q6 What is work study? What are its objectives and advantages? Work study is often resisted by the workers. What steps management should take to overcome such resistance? (12.5)
- Q7 Differentiate between time study and motion study. Discuss the benefits and limitations of time study. Explain the steps in time study. (12.5)

## UNIT-IV

- Q8 Define statistical quality control. Explain the benefits and limitations of statistical quality control. (12.5)
- Q9 Illustrate the procedure of introducing quality circle in an industrial organization. What problems hinder the implementation of quality circles in an organization? What are the requirements of effective quality circles? (12.5)

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