



TECHNICAL UNIVERSITY OF MOMBASA

Faculty of Engineering & Technology

DEPARTMENT OF MECHANICAL & AUTOMOTIVE ENGINEERING

UNIVERSITY EXAMINATIONS FOR DEGREE IN
BACHELOR OF MECHANICAL ENGINEERING

EMG 2516: INDUSTRIAL MANAGEMENT

SUPPLEMENTARY/SPECIAL EXAMINATIONS

SERIES: MARCH 2014

TIME: 2 HOURS

INSTRUCTIONS:

- This paper consists of **FIVE** questions.
- Answer any **THREE** questions.

This paper consists of Two printed pages

QUESTION 1 (Compulsory)

Decision making is a key function of management. As a manager outline **SEVEN** decision making methods you can employ in making decisions and under what circumstances should the method be used.

(20 marks)

QUESTION 2

Distinguish between systems theory of management and the contingency theory of management.

(20 marks)

QUESTION 3

Henry Fayol's fourteen principles of management still provide modern day managers with guidelines on how to manage. State and explain any **TEN** of the principles.

QUESTION 4

- a) i) To achieve certification in ISO 9001, SIX processes must be defined and documented by the organisation. Identify the SIX processes.
- ii) Draw the documentation pyramid of a quality management system. **(9 marks)**
- b) Technical University of Mombasa is pursuing ISO Certification. As part of the requirement for certification its laboratories needs to be accredited they documentation has to be assessed. Identify NINE documents that the accreditation team will need to verify under their conditions. **(9 marks)**
- c) What are the benefits of accreditation? **(2 marks)**