



INDIAN INSTITUTE OF MATERIALS MANAGEMENT
Post Graduate Diploma in Materials Management
Graduate Diploma in Materials Management

June 2015

PAPER No. 1 (Old)

MANAGEMENT PRINCIPLES AND HUMAN RESOURCES PRACTICES

Date : 13.06.2015

Max. Marks :100

Time : 2.00 to 5.00 p.m

Duration : 3 Hrs.

Instructions :

1. From Part A – answer all questions (compulsory). Each sub questions carries 1 mark **Total : 32 Marks**
2. From Part B – Answer any 3 questions out of 5 questions. Each question carries 16 marks. **Total : 48 Marks**
3. Part C is a case study (compulsory) with questions. Read the case study carefully and answer the questions **Total: 20 Marks**
4. Please read the instructions given in the answer sheet

PART A

(Each question carries 1 mark - Total 32 marks)

Q 1. Fill in the blanks :

8 marks .

1. focuses on policy and system in an organization .
2. are internal , tangible and controllable .
3. are secondary plan to achieve main plan .
4. gets instant feedback .
5. is designed as finance officer , foreman , supervisors etc .
6. Mentioned that staff principle was applied in catholic church .
7. in an origination completes a task .
8. have ideas about work process , work design and quality of work , environment and life .

Q 2. Please state the following statements are true or false : 8 marks .

1. Effective communication ensures the essentials of good communication .
2. The average speaking speed is 125 words per minute .
3. Achieving excellence is super motivation .
4. Performance expectations = result + action + behaviour.
5. Miscommunication happens without any actual differences between communicators.
6. Job enrichment increases employees responsibility .
7. People need not have competency to perform task .

8. Lock out is temporary closing of place of employment

Q 3. Match the following :

8 marks .

A

B

- | | |
|----------------------------------|---------------------------------|
| 1. Metals waste . | a. Manager to subordinates |
| 2. Water pollution control Act . | b. Positive attitude . |
| 3. Trade union . | c. Cut the size of operations . |
| 4. Retrenchment . | d. Informal . |
| 5. Delegation . | e. Non bio-degradable waste |
| 6. Thematic Appreciation Test . | f. 1974 . |
| 7. Reference group . | g. Membership organization . |
| 8. Cross cultural ability . | h. M C Clelland . |

Q 4. Expand the abbreviations :

8 Marks

1. SMT
2. TQC
3. TLD
4. IGO
5. MWA
6. NIPM
7. CSR
8. QLI

PART B

Answer any 3 questions

(3x 16 = 48 Marks)

- Q. 5 Outline Abraham Maslow's theory of hierarchy of needs ?
- Q. 6 What are the principles of effective communication ?
- Q. 7 What are the methods of recruitment ?
- Q. 8 How an organization can overcome external environmental changes ?
- Q. 9 Write short notes on any four of the following ?
- a. Minimum Wages Act , 1948 .
 - b. Job applications form .
 - c. Multinational organisations .
 - d. Increasing role of Information Technology .
 - e. Functions of management .

PART C

Q. 10. Read the case and answer the questions given at the end. (Compulsory) 20 Marks

The Punjab Machine Tools Corporation (PMTTC) is in the business of metal cutting and metal forming tools is facing competition at national and international levels. The business of the PMTC changes with the capacity utilization of user industries.

In a recent meeting the MD of PMTC Mr. Gyan chand was urged by the distributors to launch a high – tech metal cutting tool using latest technology. They felt that this would help in fighting dumping of cheap second hand machinery and increase the domestic and export market. Gyan chand realized this would increase his R&D budget.

A fully automated production line increases financial expenditure, require inventory space, training of mechanics in fully automated robots and gadgets.

Gyan chand recalled the previous market meetings wherein, the marketing people wanted many varieties of machine cutting tools but never appreciated its financial burden. PMTC so far has successfully managed the business with two models of cutting tools and Gyan chand realized that no need for new models but to improve existing models and reduce its cost and sales price. The customers are interested in getting value for their money.

Gyan chand sought the opinion of a consultancy firm in this regard.

Questions :

1. What do you think is the mission of PMTC ?
2. What kind of opportunities and threats exist for PMTC ?
3. Evaluate the strength and weakness of PMTC ?
4. What factors are critical for PMTC's success or failure ?
5. To be successful, an origination must have an open system. What does this mean and how does it apply in this case ?
