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Total Pages: 1

Reg No.: \_\_\_\_\_

Name: \_\_\_\_\_

APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY  
FIRST SEMESTER MCA DEGREE EXAMINATION, DECEMBER 2017

Course Code: RLMCA107

Course Name: PRINCIPLES OF MANAGEMENT

Max. Marks: 60

Duration: 3 Hours

**PART A**

*Answer all questions, each carries 3 marks.*

Marks

- |   |   |     |
|---|---|-----|
| 1 | What are the various Levels of Management?              | (3) |
| 2 | Define Taylor's Principles of Scientific Management.    | (3) |
| 3 | What are the distinct types of plans?                   | (3) |
| 4 | What is the importance of Departmentation?              | (3) |
| 5 | What is the role of Training and Development?           | (3) |
| 6 | What is Manpower planning? Why is it important?         | (3) |
| 7 | What is the role of Quality Control in an Organization? | (3) |
| 8 | Distinguish between DMAIC and DMADV.                    | (3) |

**PART B**

*Answer six questions, one full question from each module and carries 6 marks.*

**Module I**

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|---|--|-----|
| 9 | What are the various roles that the Manager play in an Organization? | (6) |
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**OR**

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| 10 | What are the various steps involved in the Decision-making process. Explain with help of a diagram? | (6) |
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**Module II**

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| 11 | What is Fayol's General Principles of Management? | (6) |
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**OR**

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| 12 | What are the contributions of Taylor in Scientific management? | (6) |
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**Module III**

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|----|---|-----|
| 13 | Define MBR. What are the various steps involved in MBR? | (6) |
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**OR**

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| 14 | What are the various Steps in Planning? | (6) |
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**Module IV**

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| 15 | What are the factors affecting the Span of Management? | (6) |
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**OR**

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| 16 | Distinguish between Formal and Informal Organizations. | (6) |
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**Module V**

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| 17 | What are the Steps involved in the Staffing process? | (6) |
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**OR**

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| 18 | What are the various methods used for appraising the performance of Employees? | (6) |
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**Module VI**

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| 19 | What are the various steps involved in the process of Controlling? | (6) |
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**OR**

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| 20 | Define TQM. What are the various elements of TQM? | (6) |
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