

PRINCE OF SONGKLA UNIVERSITY
FACULTY OF ENGINEERING

Mid-term Examination: Semester 1

Academic Year: 2004

Date: Aug 4, 2004

Time: 13.30-16.30

Subject: 225-241 Modern Industrial Management Room: R 300

Instructions

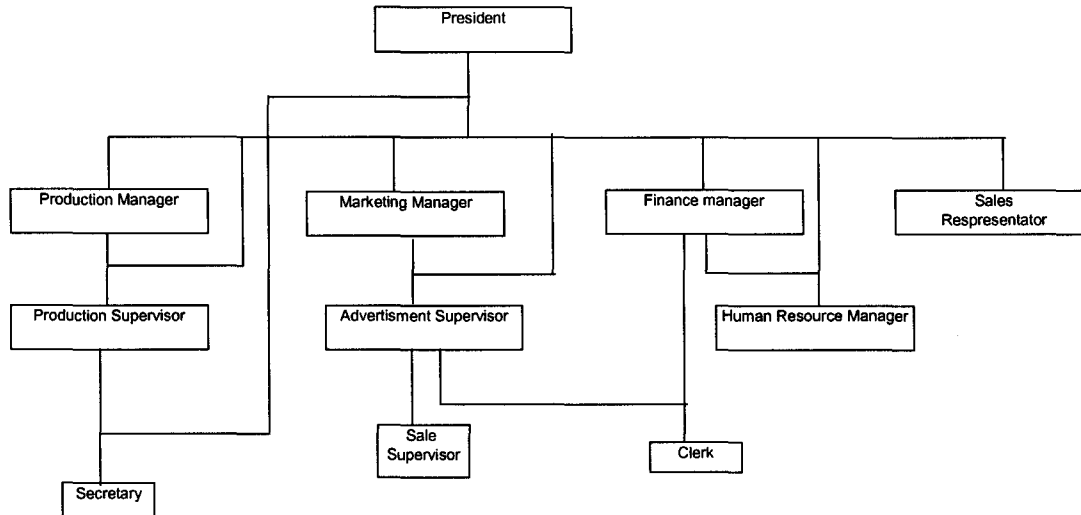
- There are 10 questions, in 2 pages.
- Attempt all questions in an **answer** book.
- Dictionary, calculators, books and lecture-notes are allowed.
- Total score is 100.

ทฤษฎีในการสอบโทษขั้นต้นคือปรับตกในรายวิชาที่ทฤษฎี และพัก

การเรียน 1 ภาคการศึกษา

1. How would you define “Modern Industrial Management” to a friend who is not familiar with the term? (5 points)
2. How does scientific management contributed to modern management? (5 points)
3. Explain which approach, Theory X or Theory Y, you feel is most appropriate with employees today? (10 points)
4. Why is it important to have top management support to organizational planning? (5 points)
5. Explain why the chain of command is important to an organization? (5 points)
6. You have been called in as a consultant for a manufacturing company. They tell you they need to come up with a better organizational structure. When you ask them for a copy of their current organizational chart, you are told they have none. However, they are willing to draw a depiction of the current positions and relationships on a board for you. The finished chart looks like the following.

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- 6.1 What is wrong with this organization chart? (10 points)
 6.2 What would you recommend the organization to fix this chart? (10 points)
 6.3 Draw an improved organization chart for this company. (20 points)

7. What is the difference between reward power and coercive power? (5 points)
8. What is Total Quality Management (TQM)? (5 points)
9. Taksin has just returned from his business trip to Japan. While there, he was impressed with the use of QCC and working team in Japan. Now back to Thailand, he would like to start the same practices in his company of 100 employees. Based on your knowledge, what advice would you offer Taksin? (10 points)
10. In a luncheon conversation with a friend, you happen to mention that your class, 225-241, is taught about "Just In Time" or JIT as you refer to it. Your friend, EE student, isn't familiar with the concept and asks, "What is JIT and why should I be familiar with it?" How will you respond to the question? (10 points)

Do your best
 Good Luck
 Sakesun Suthummanon

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