



# UNIVERSITY OF KELANIYA – SRI LANKA

## Centre for Distance and Continuing Education

### FACULTY OF COMMERCE & MANAGEMENT STUDIES

Bachelor of Commerce (Special) Degree First Year Examination (External) – 2012

February 2015

Year IV

### BCOM E4534 – Contemporary Management Practices

**No. of questions: Five (05)**

**Time: 03 hours**

**Answer any four (04) questions.**

(01).

a). Briefly explain the meaning of the lean concept.

(07 marks)

a). Briefly explain the main concepts concern under the lean manufacturing?

(08 marks)

b). Explain how the concept of lean is suitable for the modern business environment.

(10 marks)

(Total 25 marks)

(02).

a). What is meant by 'Kaizen' and what are the ways this can be implemented in business organizations?

(07 marks)

b). 'Implementing Kaizen in a business will improve customer satisfaction'. Do you agree with this statement? Explain.

(08 marks)

c). Explain how you can organize yourself to be more productive by using the 5S concept

(10 marks)

(Total 25 marks)

(03).

a). Explain the difference between 'push' and 'pull' manufacturing.

(07 marks)

b). Explain how Just-In-Time (JIT) manufacturing avoid waste?

(08 marks)

c). What are the disadvantages and problems of implementing a JIT system in a business?

(10 marks)

(Total 25 marks)

(04).

a). Explain the meaning of Total Quality Management (TQM).

(07 marks)

b). Describe the tools and techniques used in Total Quality Management (TQM).

(08 marks)

c). Explain briefly the advantages and disadvantages of using the Total Quality Management (TQM).

(10 marks)

(Total 25 marks)

(05). Write short notes on following

a). Six sigma

b). Muda, Mura, Muri

c). Cellular manufacturing

d). Jidoka

e). Balanced Scorecard

(05 marks each x 5 = 25 marks)