**Ch-8 (CONTROLLING)**

**Case studies and indirect questions**

**1.** 'A.S. Ltd.' is a large company engaged in assembly of air-conditioners. Recently the company had conducted the 'Time' and 'Motion' study and concluded that on an average a worker can assemble ten air-conditioners in a day. The target volume of the company in a day is assembling of 1,000 units of air-conditioners. The company is providing attractive allowances to reduce labour turnover and absenteeism. All the workers are happy. Even then the assembly of air-conditioners per day is 800 units only. The reason the company compared actual performance of each worker and observed through C.C.T.V. that some of the workers were busy in gossiping.

(a) Identify the function of management discussed above.

 (b) State those steps in the process of the function identified which are discussed in the above paragraph.

**2.** Honda cars India is facing a peculiar situation, forcing the company to halt dispatches to dealers. Half the vehicles manufactured at its Greater Noida factory were detected with spots on its paint & were thus damaged. On analysis it was found that the workers were not at fault. The spots caused were because of paint fumes from the adjoining plant.

(i) Identify the function of management discussed above.

(ii) State the steps in the process of the function identified above.

(iii) Identify the value shown by the company.

**3.** A college installs bio metric machine to record the attendance of the teaching faculty after having observed late arrival of its faculty .The same is resisted by the staff. To ensure smooth operation, biometric machines were installed in large numbers, thereby adding to the increased expenditure. Due to constant power failure bio metric attendance failed to serve its purpose. Identify the function of management.

**4.**Manager at New York City Import Export Company suspected that two employees were robbing it.Experts advised the company to install a software program that could secretly log every single stroke of the suspects computer key’s and give the report. Use of this program helped the company in identifying the dishonest employees and check their fraud practices.

1 Name the management function involved here

1. State and explain its importance which is being highlighted in the above case. 1+2

**5.** Engineer India Ltd. Is engaged in manufacturing machine components the target production is 300 units per day. The company had been successfully attaining the target 3 months ago. Over the last 3 months it has been observed daily production varies between 220 and 250 per units. Identify the management function to rectify the above situation.

**6.** You are a manager in a car manufacturing company. It is reported that postal expense have increased by 10% and cost of raw material is increased by 2% which of the two deviation is more critical to you? It is related to which concept of controlling?

**7.** Aap government wanted to implement odd even number policy from 1stjan 2016 to control pollution level in Delhi state. The state govt knew that they can bring this plan only with the support of lt. Governor and the support of Delhi traffic police. They wanted to bring the pollution level down (desired result) but they do not know whether they could get the result as expected. Guide the transport minister by explaining the process so that his ministry is able to achieve the desired results.

**8.** There are two managers Rahim and Pankaj. Rahim is saying that ‘controlling is looking’ whereas according to Pankaj ‘controlling is looking back’ . Who is correct? Explain why.