

M.S.W. DEGREE EXAMINATION, APRIL 2019
II Year IV Semester
Contemporary Practices in HRM

Time : 3 Hours

Max.marks :75

Section A ($10 \times 2 = 20$) Marks

Answer any **TEN** questions

1. What is Kaizen?
2. What is Quality Circle?
3. What is Bench Marking?
4. List out the benefits of ISO 14000.
5. Define Knowledge Management.
6. List out the need for Quality system.
7. What is Environment Management System?
8. Mention any two major Challenges of B2C.
9. What is Ergonomics?
10. Define IHRM.
11. What is Repatriation?
12. List down the GD skills.

Section B ($5 \times 5 = 25$) Marks

Answer any **FIVE** questions

13. What are the three important elements of JIT (Just In Time)?
14. Discuss the importance of emotional intelligence.
15. Describe the common steps involved in BPR.
16. Explain the Concepts and series of ISO 14000?
17. Elucidate the Benefits of ESOP?
18. Explain the role of HR in quality initiatives by the organisations.
19. Discuss any two Leadership Exercises that can be conducted for middle level managers.

Section C ($3 \times 10 = 30$) Marks

Answer any **THREE** questions

20. Discuss the concept, uses and Process of Implementation of 5'S in an organization.
21. Elaborate on the eight pillars of TQM.
22. Describe the need, benefits and Implementation of ISO 9000 system in an Organization.
23. Investments in Knowledge Pays the best Interest- Discuss with reference to Knowledge Management.
24. Explain the different Approaches to International Compensation.

M.S.W. DEGREE EXAMINATION, APRIL 2019
II Year IV Semester
Contemporary Practices in HRM

Time : 3 Hours

Max.marks :75

Section A ($10 \times 2 = 20$) Marks

Answer any **TEN** questions

1. What is Kaizen?
2. What is Quality Circle?
3. What is Bench Marking?
4. List out the benefits of ISO 14000.
5. Define Knowledge Management.
6. List out the need for Quality system.
7. What is Environment Management System?
8. Mention any two major Challenges of B2C.
9. What is Ergonomics?
10. Define IHRM.
11. What is Repatriation?
12. List down the GD skills.

Section B ($5 \times 5 = 25$) Marks

Answer any **FIVE** questions

13. What are the three important elements of JIT (Just In Time)?
14. Discuss the importance of emotional intelligence.
15. Describe the common steps involved in BPR.
16. Explain the Concepts and series of ISO 14000?
17. Elucidate the Benefits of ESOP?
18. Explain the role of HR in quality initiatives by the organisations.
19. Discuss any two Leadership Exercises that can be conducted for middle level managers.

Section C ($3 \times 10 = 30$) Marks

Answer any **THREE** questions

20. Discuss the concept, uses and Process of Implementation of 5'S in an organization.
21. Elaborate on the eight pillars of TQM.
22. Describe the need, benefits and Implementation of ISO 9000 system in an Organization.
23. Investments in Knowledge Pays the best Interest- Discuss with reference to Knowledge Management.
24. Explain the different Approaches to International Compensation.