

**MSW DEGREE EXAMINATION, APRIL 2020**  
**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. Define 'Total Quality Management'.
2. Enlist the 5S.
3. Distinguish between Kaizen and JIT.
4. State the Purpose of Quality Systems.
5. Write about the Concept of ISO 14000.
6. Distinguish between BPO and KPO.
7. What is 'Ergonomics'?
8. Mention the Objectives of Outplacement.
9. Define 'International Human Resource Management'.
10. What is 'Repatriation'?
11. What is a 'Mock Interview'?
12. What is the significance of Management Games?

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

Answer any **FIVE** questions

13. Describe the 7 Management Tools with suitable illustrations.
14. Evaluate the Merits of Lean Manufacturing.
15. Enumerate the steps involved in the implementation of ISO 9000.
16. Bring out the differences between B2B and B2C.
17. Explain the importance of Emotional Intelligence in Contemporary Business.
18. Discuss the Challenges in Expatriate Management.
19. Bring out the significance of Leadership Exercises.

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

Answer any **THREE** questions

20. Discuss in detail the role of Total Productive Maintenance in Quality Management.
21. Give a detailed account of Environmental Management System with a case study.
22. Illustrate the application of Business Process Re-engineering with an illustration.
23. Explain the expatriate selection in International Human Resource Management.
24. Explain any two Leadership exercises for managerial employees in an organisation.

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