

**SHRIMATHI DEVKUNVAR NANALAL BHATT VAISHNAV COLLEGE FOR WOMEN
(AUTONOMOUS)**

**(Affiliated to the University of Madras and Re-accredited with 'A+' Grade by NAAC)
Chromepet, Chennai — 600 044.**

M.Com. - END SEMESTER EXAMINATIONS APRIL - 2022

SEMESTER - I

20PCOCT1004 - Advanced Management Theory

Total Duration : 3 Hrs.

Total Marks : 60

Section A

Answer any **SIX** questions ($6 \times 5 = 30$ Marks)

1. What is Japanese Management? Explain its important features.
2. Discuss the recent trends of TQM in Indian companies.
3. What is meant by strategic management? Describe the features of strategic management.
4. What is learning organisation? Discuss the features of learning organisation.
5. What is McKinsey 7S model explain briefly?
6. Relate the importance of ISO 9000 for companies?
7. Explain the steps of business process reengineering.
8. Associate the management concept of Thirukkural on social responsibility?

Section B

Part A

Answer any **TWO** questions ($2 \times 10 = 20$ Marks)

9. Explain the steps involved in the strategic management process.
10. Describe the pre-Requisite to ISO Registration process in India.
11. Examine the role of information technology in BPO.
12. Discuss the problems of women in management.

Part B

Compulsory question ($1 \times 10 = 10$ Marks)

13. Examine the 21st century skills and characteristics of management.
