

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 - 2023

SEMESTER - I

20PCOCT1004 - Advanced Management Theory

Total Duration : 2 Hrs. 30 Mins.

Total Marks : 60

Section B

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

1. Describe what you understand by the phrase 'matrix management'.
2. Explain about important concept of ISO 9000.
3. Explain Business process reengineering work.
4. Explain the important legal precedents from the viewpoint of an IT auditor.
5. Describe the possible ways in which employees can participate in decision-making at work.
6. Classify difference between ISO 9000 and 9001.
7. Interpret the Team Member Roles in BPR and give two examples.
8. Examine to sole work life balance in women leadership management.

Section C

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

9. What are the issues in total quality management? Explain the basic elements of TQM.
10. Explain the term 'collective bargaining' and How far may it be considered a problem solving, decision-making process?
11. List out the various steps of the ISO 9000 Registration Process and examine ISO 9000 Auditing.
12. Determine the concept of Business Process Re-engineering be distinguished from other approaches to work design.

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

13. Classify different types of Vedic concepts. and Distinguish between Yajurveda and Atharvaveda.
