

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.S.W. - END SEMESTER EXAMINATIONS APRIL - 2024

SEMESTER - IV

**22PSWCT4A09 - Contemporary Practices in HRM**

Total Duration : 2 Hrs. 30 Mins.

Total Marks : 60

### **Section B**

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

1. What is Total Quality Management? Explain its importance in the manufacturing industry.
2. ISO 9000. Comment on its significance.
3. Examine the impact of Emotional Intelligence at the workspace.
4. Trace the history of International Human Resource Management.
5. Explain the challenges of International firms.
6. Mention the need for quality management systems.
7. Explain concept of BPR.
8. Explain on the concept Bench Marking.

### **Section C**

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

9. Expound the Six sigma and Kaizen.
10. ISO 14000, analyse the requirements and benefits for the industry.
11. Explore the concept BPO and KPO.
12. Differentiate domestic HRM from International HRM.

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

13. Explain the types of employees in the International firm and mention on its approaches.

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