INDIAN SCHOOL AL WADI AL KABIR

Class: XII	**Department: Commerce**
Subject: BST	**Chapter: 8 Controlling**
Worksheet: 1	**MCQs and DTQs**

Qt no.	MCQs
1.	The controlling function ensures: a) Planning b) Proper direction c) Completion of tasks d) Achievement of organisational goals
2.	Which of the following is not a feature of controlling? a) Goal-oriented b) Backward-looking c) Forward-looking d) Passive function
3.	'Green Tech Solutions', a renewable energy company, set a target of reducing its production cost by 15% in the current financial year. After a few months, the management reviews the progress and finds that the cost reduction measures implemented have not been as effective as planned. By reviewing the progress 'Green Tech Solutions' has completed one of the steps of controlling process. Identify the step of controlling process from the following: a) Setting performance standards b) Comparing actual performance with standards c) Analysing deviations d) Taking corrective actions
4.	HG Air Conditioner Pvt. Ltd. is lagging behind its scheduled production target by a month. Despite a high demand, the company is struggling to meet its production target. Even after taking measures like training of employees and assigning additional workers and equipment to the project, the targets could not be met. The Production Manager, now, decided to revise the standards. Identify the step of the controlling process under which the Production Manager decided to revise the standards. a) Setting performance standards b) Measurement of actual performance c) Analysing deviations d) Taking corrective action
5.	Which of the following functions of management completes one cycle of management process and improves planning in the next cycle? a) Organising b) Staffing c) Directing d) Controlling
6.	If a company decides to take corrective action by providing training to its employees, it falls under which step of the controlling process? a) Setting performance standards b) Measurement of actual performance

	c) Taking corrective action d) Analysing deviations
7.	The technique of control that focuses on only key result areas- a) Critical Point Control b) Management by Exception c) Statistical Reports d) Budgetary Control
8.	‘AN Stationery Ltd.’ is manufacturing various items of stationery like pencils, erasers, gel-pens, ball-pens, etc. The Production Manager, Ghanshyam is very particular about the efficiency of production, which he measures by 7 counting the number of pieces produced and number of defective pieces in a batch. By doing this he is performing an important function of management which is: a) Directing b) Controlling c) Organising d) Planning
9	Controlling helps in: a) Reducing cost b) Improving communication c) Delegating authority d) Increasing workload
10.	Which concept states that if you try to control everything, you may end up controlling nothing? a) Management by exception b) Critical Point Control c) Budgetary Control d) All of these
11	Keya ltd is a large organisation manufacturing a popular brand of desi ghee and supplying it to various states of India. They manufacture 10,000 litres of desi ghee every day and pack in cartons of 250 ml, 500 ml and 1 litre sizes. The production manager ensures that one out of every ten cartons of each size is checked for quality control everyday. The step of the controlling process discussed in the above para is: a) Setting performance standards b) Measurement of actual performance c) Comparison of actual performance with standards d) Analysing deviations.
	DTQs
1.	Sameer is a wholesaler, who deals in cricket equipment. He collects cricket equipment like bats, balls, helmets, gloves, stumps, etc. from different manufacturers and assembles them in a kit for the convenience of customers. He sets a standard target to assemble 100 kits a day. During the first week of the month the workers assembled 92-96 kits a day, which was lower than the set standard. On investigation, it was found that the variation in assembly of kits was due to an irregular supply of helmets. Workers had to wait for helmets to assemble the kits. (i)State the function of management discussed in the above case. (ii)State the steps of the function identified in (i) above, which are discussed in the above paragraph.
2.	An effort to control everything may end up in controlling nothing.’ Explain.

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<tr><td>3.</td><td>There are two managers Rahim and Pankaj. Rahim is saying that 'Controlling is forward looking' whereas according to Pankaj 'Controlling is looking back'. Who is correct? Explain why?</td></tr>
<tr><td>4.</td><td>‘Pestle’, is the country's largest biscuit manufacturing company, that makes high quality with focus on customer satisfaction. The company strives to understand what people want and provides tasty and healthy biscuits. To ensure the quality, a robust control system has been installed by the company. This helps the organisation to measure progress towards its goals and brings to light the deviations, if any. It also enables the management to verify whether the standards set are accurate and objective or not. The above para highlights the importance of the Controlling function of management. Identify and explain any two points of importance of the Controlling function discussed above.</td></tr>
<tr><td>5.</td><td>Anmol Pathak, a restaurant owner, observed that over a period of one year, the costs of raw material, transportation and packaging had increased. As a result the total cost had increased by 15%. He thought that it was not easy to keep a check on each and every activity in the organisation, so he decided to study deeply the increase in these three costs. He prepared a table of acceptable and actual increase in cost as given below:
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<tr><th>S.No.</th><th>Expense</th><th>Acceptable increase in cost</th><th>Actual increase in cost</th></tr>
<tr><td>1.</td><td>Raw material</td><td>4%</td><td>7%</td></tr>
<tr><td>2.</td><td>Transportation</td><td>10%</td><td>8%</td></tr>
<tr><td>3.</td><td>Packaging</td><td>10%</td><td>20%</td></tr>
</table>
Explain the two concepts related to a function of management that will be used by Anmol Pathak to analyse the deviations</td></tr>
<tr><td>6.</td><td>Controlling is an indispensable function of management. Justify by giving any four reasons.</td></tr>
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