



INDIAN SCHOOL AL WADI AL KABIR

Class: XII	Department: Commerce
Subject:	BST - 2025
OTQs & DTQs	Chapter 8: Controlling

QT NO	OBJECTIVE TYPE QUESTIONS
1	<p>Name the function of management that completes one cycle of Management process and improves planning in the next cycle</p> <ol style="list-style-type: none">StaffingDirectingOrganisingControlling
2	<p>IND Dyechem Ltd. is a chemical manufacturing company producing dyes and pigments both for domestic and international market. It has enjoyed a considerable market share but lately, it has been facing problems in terms of target sales and customer satisfaction. This is due to the reason that new entrants have emerged with better technology and competitive pricing. The Chairman of the company addressed this issue in the departmental meeting. The production head, Mr. Kamble, advised the Chairman to revamp the system and take immediate necessary actions to rectify the problem so that 1 sales are achieved as per the plans.</p> <p>Identify the relevant function of management being discussed here.</p> <ol style="list-style-type: none">OrganisingStaffingControllingPlanning
3	<p>Some employees have been assigned the job of measuring the output in an objective and reliable way. They are applying different techniques for achieving this aim. Some of these are personal-observation, sample-checking etc. They are also keeping the units of measurement same as that of the units in the standards.</p> <p>Name the step of 'Controlling process applicable in the above paragraph.</p> <ol style="list-style-type: none">Analysing deviationsComparing actual performance with standards.Establishing standards.Measurement of actual performance
4	<p>Read the following statements: Assertion (A) and Reason (R). Choose the correct alternative from those given below:</p> <p>ASSERTION (A): Controlling can prevent deviations.</p> <p>REASON (R): Controlling helps in minimising deviations by taking actions and decisions that reduce their recurrence.</p> <ol style="list-style-type: none">Both Assertion (A) and Reason (R) are true and Reason is the correct explanation of Assertion.Both Assertion(A) and Reason (R) are true and Reason is not the correct explanation of Assertion.

	<p>c. Assertion (A) is true, Reason (R) is false.</p> <p>d. Assertion(A) is false, Reason(R) is true.</p>
5	<p>ASSERTION: Controlling helps in making efficient use of resources</p> <p>REASON: An efficient control system keeps a check on the changes taking place in the organisation and in the environment and helps to review and revise the standards in light of changes</p> <p>Alternatives:</p> <p>a. Both Assertion (A) and Reason (R) are true and Reason (R) is the correct explanation of Assertion (A).</p> <p>b. Both Assertion (A) and Reason (R) are true and Reason (R) is not the correct explanation of Assertion (A)</p> <p>c. Assertion (A) is true but Reason (R) is False</p> <p>d. Assertion (A) is False but Reason (R) is True</p>
6	<p>Spiceworks, a company providing financial services to its clients is keeping a close check on the employee's activities by using biometric and retina scanning as modes of accessing the office premises, in order to ensure greater security of information in the organisation.</p> <p>Choose the correct point of significance of controlling highlighted above:</p> <p>a. controlling helps in achievement of organisational goals</p> <p>b. controlling helps in ensuring order and discipline</p> <p>c. controlling helps in improving employees motivation</p> <p>d. controlling enables optimum utilisation of resources</p>
7	<p>Choose the incorrect statement about the controlling function of management</p> <p>a. controlling is both backward and forward looking</p> <p>b. controlling is prescriptive whereas planning is evaluative</p> <p>c. controlling presupposes the existence of certain standards</p> <p>d. controlling is a pervasive function of management</p>
8	<p>Choose the correct statement about the controlling function of management.</p> <p>a. No corrective action is required when the deviation goes beyond the acceptable range in important areas.</p> <p>b. Deviations should be analysed for their causes.</p> <p>c. Measurement of actual performance should be done only after the task is complete.</p> <p>d. Managers must keep a check on each and every activity, otherwise the entire organisation may suffer.</p>
9	<p>When the deviations between the actual performance and the planned performance are within the limits</p> <p>a. A limited corrective action is required</p> <p>b. No corrective action is required</p> <p>c. A major corrective action is required</p> <p>d. None of the above</p>
10	<p>Reducing the workers, absenteeism in a factory by 20% is an example of</p> <p>a. Quantitative standard</p> <p>b. Qualitative standard</p> <p>c. Deviation</p> <p>d. None of the above</p>
DESCRIPTIVE TYPE QUESTIONS	
1	<p>I-Phone India Ltd. is a manufacturer of advanced category of mobile phones. The company trained its engineers from Japan. It markets its mobile phone domestically. The company had a substantial market share and had a loyal customer following because of quality of its i-phone. From the last financial year the company had been unable to achieve its target because of competition in the market. The company is planning to revamp its controlling system. Identify and explain the concept of management involved in the above para.</p>

2	<p>Kotak Bank, New Delhi Branch , New Delhi has decided to launch a special campaign for three months to provide life insurance to all the account holders under “Prime Minister Jeevan Jyoti Yojna”. At the end of the first quarter, the bank had succeeded to obtain premium from 35% of their account holders as against the target of 40%. On investigation, the general manger found that illiteracy among public and lack of awareness about social security measures were two main causes of failure of special campaign.</p> <p>On the basis of given information, answer the following questions:</p> <ol style="list-style-type: none"> Identify and state the function of management performed by general manager. State any two importance of identified function of management.
3	<p>The first step in the controlling process is setting up performance standards. Explain the subsequent two steps in the process of controlling.</p>
4	<p>Mr Anshul is the head of the production department at Sristi & Co. At the start of the month, he gave a goal of producing 200 units of goods to his team. He requested the final count of goods produced as soon as the month ended. He was shocked when he saw that only 140 units of goods were produced in the entire month. He called the factory supervisor and enquired about the reasons for such a low output. To this, the factory supervisor informed him that certain parts of the machine were breaking down in the middle of the production, due to which, the entire production activity had to be put at a halt for the purpose of repair. Mr Anshul immediately raised the issue to management and requested the replacement of the defective parts of the machine.</p> <p>Identify and briefly explain the process of controlling followed by Mr Anshul.</p>
5	<p>‘A good control system helps the organisation in various ways’. State any four points to support the statement.</p>
6	<p>Sunidhi Ltd. is engaged in manufacturing machine components. The target production is 300 units per day. The company had been successfully attaining this target until two months ago. Over the last two months, it has been observed that daily production varies between 250–270 units.</p> <ol style="list-style-type: none"> Identify the management function to rectify given situation. Briefly state the procedure to be followed so that actual production may come up to target production.
7	<p>Raghav started a take away eating joint in a nearby market. His business was doing well. He ensured that the food was properly cooked, a standard taste was maintained, packing of food was done effectively and the orders were executed on time. But unfortunately he met with an accident and was advised three months bed rest. In his absence, his cousin Rohit took charge of his business. When he resumed his work after three months, he realised that his clientele had dropped. The people were not happy with the services as the quality of food had deteriorated and the delivery time for orders had increased considerably. All this was happening because most of his previous staff had left as Rohit used to adopt a very strict and authoritative approach towards them.</p> <p>In context of the above case:</p> <ol style="list-style-type: none"> List any two aspects about his business that Raghav was controlling in order to make it successful. Identify any one point to highlight the importance of the controlling function.
8	<p>Define the following:</p> <ol style="list-style-type: none"> Critical Point Control Management by exception
9	<p>“Like Planning, controlling is also a forward-looking function of management.” Do you agree with this statement?</p>
10	<p>Give the appropriate remedial actions for the causes of deviations given below:</p> <ol style="list-style-type: none"> Defective Material Defective Machinery Outdated Machinery

	<ul style="list-style-type: none">d. Faulty Processe. Defective physical conditions of work
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