

	<p align="center"><b>BCM SCHOOL, BASANT AVENUE, DUGRI ROAD, LUDHIANA</b></p> <p align="center"><b>ASSIGNMENT</b></p> <p align="center"><b>BUSINESS STUDIES</b></p> <p align="center"><b>XII</b></p>	
1	<p>Which of the following statements does not highlight the relationship between planning and controlling?</p> <p>(a) Planning and controlling are separable twins of management.</p> <p>(b) Planning without controlling is meaningless, controlling without planning is blind.</p> <p>(c) Planning is prescriptive, controlling is evaluative.</p> <p>(d) Planning and controlling are interrelated and interdependent.</p>	1
2	<p>Om Prakash has set up a small business unit for the manufacturing of detergent. In order to market the detergent in the local residential areas, he has appointed a team of ten salesmen. Each salesman is expected to sell at least 200 units of the detergent within a week's time. Identify the point of importance of controlling being highlighted in the above case.</p> <p>(a) Controlling helps in judging accuracy of standards.</p> <p>(b) It ensures efficient use of resources.</p> <p>(c) It helps in improving employee motivation.</p> <p>(d) It facilitates co-ordination in action.</p>	1
3	<p>Yash runs a logistic company. The Tour Incharges of each trip in the company are expected to submit a report to the Event Manager on the completion of every trip. Identify the step in the controlling process being described in the above lines.</p> <p>(a) Setting of standards</p> <p>(b) Measurement of actual performance</p> <p>(c) Taking corrective action</p> <p>(d) Analysing the deviations</p>	1
4	<p>In a colony several people purchased mosquito killing rackets from a company. The majority of rackets turned useless within a period of two months. Rishank who was one of the residents of the colony decided to take the matter to the consumer court but the residents were not united and he felt himself alone on the issue. The price of the racket was Rs. 450. Meanwhile one of the friends of Rishank who was a journalist reported about the incident in a daily newspaper. When the company learnt about the situation it decided to take a milestone step. The company decided to lake back or repair all the faulty rackets from the residents of the society. The whole slory took an interesting twist when a technician from the company told the management that in the instruction book provided with the racket it was written to clean the racket with special care after every one month. When enquired it was found that the residents with faulty rackets including Rishank didn't clean their rackets after one month.</p> <ol style="list-style-type: none"> <li>1. Which important aspect from consumer point of view is highlighted in the above case?</li> <li>2. At which level of consumer court could Rishank apply for the claim of his loss?</li> <li>3. What was the important aspect from the point of view of business which compelled the company to take such a milestone step?</li> <li>4. Which consumer responsibility was not followed by the residents of Rishant's colony?</li> </ol>	4
5	<p>Rajiv bought an electric geyser. One day while taking bath he felt an electric shock. He quickly called the company and asked the concerned person to replace the geyser or fix the problem. There was no response from the side of the company. The geyser was still in</p>	3

	<p>the warranty period. Later from other neutral sources he came to learn that many other people have also felt the same problem and it is because the product is made up of substandard components.</p> <p>In the above case identify the two consumer rights violated.</p>	
6	<p>Peter is a production manager in a tyre manufacturing company. Recently he noticed that his team could not achieve the target production of 80 units per day. Instead on an average the production touched the target of only 65 units. On thorough analysis he found out that the deviation between standard production and actual production is far beyond acceptable range, on overall analysis he also found out that there has been a marginal increase in office stationery expenses. Moreover, he detected that the machine installed for the purpose of manufacturing was not able to perform at its best. Being a management expert suggest Peter how he should deal with the existing problem.</p>	4
7	<p>Suresh has opened an NGO for the welfare of the consumers. He has got a degree in law. In order to utilize his education he quite often helps people in their legal affairs. Now that he has started an NGO he assures that whenever a consumer in his knowledge is deprived of his consumer rights he should file a complaint on his behalf in the consumer court and fight for his cause. His organisation has some of the people with journalist background. The three of them along with Suresh from the side of their NGO have launched a monthly magazine which creates awareness about the rights, reliefs and responsibilities of the consumers. All the members of this NGO work with a lot of enthusiasm. Recently in the central part of the city they organized a training program in which all the information related to the exploitation of consumers, consumer ignorance, consumer rights and reliefs available to the consumers were the key highlights. The government has also provided support to their organisation. The government laboratories are easily in touch with them and are ready for any type of confirmation of results related to the purity of products. More and more members are getting attached with the organisation. The membership is increasing. The organisation recently helped few ladies stage a demonstration outside the showroom of a company responsible for selling a fake electrical appliance responsible for the death of one man. In totality the NGO is doing a great job.</p> <p>In the above case identify the three functions performed by the NGO for the protection of the interests of the consumers.</p>	3
8	<p>Savita has been assigned the job of quantity controller. She knows this is a tough job but she also realises the importance of it. Her daily routine is to send alarm to the manufacturing department about the deviations in the number of units produced so that the target of the day could be achieved. This helps the whole department to focus towards its main plan of action. However one day she realises that the number of units which are to be produced is 500 which is very high and creates chaos at the shop floor. She discusses it with the management and the target is reduced to 450. This has helped the manufacturing department in maintaining quality of the work done. There are 10 workers at the shop floor where Savita does inspection. She divided the task into 45 units for each worker so that by the end of the day the target of the department is completed.</p> <p>Which three benefits of controlling have been highlighted in the above case?</p>	3