

Tertiary and Vocational Education Commission

NVQ Level 05 – Semester II

Information & Communication Technology

Planning and Scheduling work at workplace

EMPM 03

Three Hours

Answer any 05 questions only

01)

- I. Explain the purpose of planning? (05Marks)
- II. Define the term “planning priorities”? (05Marks)
- III. Explain the importance of planning priorities? (05Marks)
- IV. What are the reasons for a planning failure? (05Marks)

02)

- I. Define the meaning of organization with suitable example? (05Marks)
- II. Why do we consider an organization as a system? (05Marks)
- III. Explain, why goals and objectives are very essential to an organization? (10Marks)

03)

- I. Briefly explain the elements of planning process (05Marks)
- II. Explain significance of planning and scheduling work at workplace? (05Marks)
- III. Explain the concept of SMART with suitable examples? (10Marks)

04)

- I. Explain the definition of work plan at a workplace? (04Marks)
- II. What are the importance of work schedules in a workplace (04Marks)
- III. Prepare a work schedule for a given work situation? (06Marks)
- IV. Differentiate the planning and scheduling work at a work place? (06Marks)

05)

- I. Write three advantages of forecasting (03Marks)
- II. Explain how does forecasting help to success the organizational activities (05Marks)
- III. Briefly explain the quality cycle (04Marks)
- IV. Explain the differences between policies and procedures (08Marks)

06) Write short notes with necessary examples on the followings.

- I. Quality and continuous improvement processes. (05 Marks)
- II. Time Management Techniques (05 Marks)
- III. Competency assessment methods. (05 Marks)
- IV. Forecasting techniques (05 Marks)