

INDUSTRIAL MANAGEMENT

Paper Code: ETMS-311
Paper: Industrial Management

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INSTRUCTIONS TO PAPER SETTERS:

MAXIMUM MARKS: 75

1. Question No. 1 should be compulsory and cover the entire syllabus. This question should have objective or short answer type questions. It should be of 25 marks.
2. Apart from Question No. 1, rest of the paper shall consist of four units as per the syllabus. Every unit should have two questions. However, student may be asked to attempt only 1 question from each unit. Each question should be of 12.5 marks.

Objective: The course provides a broad introduction to some aspects of business management and running of business organization.

UNIT I

Industrial relations- Definition and main aspects. Industrial disputes and strikes. Collective bargaining.

Labour Legislation- Labour management cooperation/worker's participation in management. Factory legislation. International Labour Organization.

[T1,T2][No. of Hrs. 10]

UNIT II

Trade Unionism- Definition, Origin, Objectives of Trade Unions. Methods of Trade unions. Size and finance of Indian Trade unions-size, frequency distribution, factors responsible for the small size. Finance-sources of income, ways of improving finance.

[T1,T2][No. of Hrs. 10]

UNIT III

Work Study-Method study and time study. Foundations of work study. Main components of method study. Time study standards. Involvement of worker's unions. Work Sampling. Application of work study to office work.

[T1,T2][No. of Hrs. 10]

UNIT IV

Quality Management- What is Quality? Control Charts. Quality is everybody's job. Taguchi Philosophy. Service Quality. What is Total Quality Management (TQM)? Roadmap for TQM. Criticism of TQM. Six Sigma.

[T1,T2][No. of Hrs. 10]

Text Books:

- [T1] Sinha, P.R.N., Sinha I.B. and Shekhar S.M.(2013), Industrial Relations, Trade Unions and Labour Legislation. Pearson Education
- [T2] Chary, S.N. (2012), Production and Operations Management. Tata McGraw Hill Education.

Reference Books:

- [R1] Srivastava, S.C. (2012), Industrial Relations and Labour Laws, Vikas Publishing
- [R2] Shankar R (2012), Industrial Engineering and Management. Galgotia Publications
- [R3] Telsang, M. (2006), Industrial Engineering and Production Management. S.Chand
- [R4] Thukaram, Rao (2004), M.E. Industrial Management. Himalaya Publishing House