

MANAGEMENT PROGRAMME

Term-End Examination

June, 2016

01107

MS-43 : MANAGEMENT CONTROL SYSTEMS

Time : 3 hours

Maximum Marks : 100

(Weightage : 70%)

Note : Attempt any five questions. All questions carry equal marks.

1. What are the components of a Management Control System ? How does management control differ from Strategic planning, Strategic formulation and Operational Controls ?
2. Explain the concept of strategy and discuss the application of SWOT analysis in formulating strategies. Discuss Porter's five force model and explain its application in formulating strategies.
3. Explain the concept of Responsibility Accounting and define a Responsibility Centre. Discuss the criteria that determines the designation of a responsibility centre.
4. What is an Investment Centre ? Why are investment centres established ? How is the investment base measured.

5. What is Performance Measurement ? List the various types of metrics used for performance measurement and discuss the purpose for which they are used.
 6. What are the attributes of a quality product ? Discuss the components of Total Quality Management (TQM) Approach.
 7. Describe the unique characteristics of financial service organisations. Explain the application of Management Control System for insurance companies.
 8. What are the characteristics of a project organisation ? Explain how do these characteristics affect the control system design of a project.
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