

5220/F21

OCTOBER 2006

EMERGING ISSUES IN MANAGEMENT

Time : Three hours

Maximum : 100 marks

Answer any FIVE questions.

All questions carry equal marks.

1. Is CRM more of an Art or more of a science? Explain in detail with suitable examples.
2. Describe the key aspects of corporate governance in India. What are the major challenges in governance in India?
3. Discuss in detail the recent developments that have taken place in the area of Derivatives market in risk management. How far Indian Financial Markets are able to practice them? Explain.
4. Explain the six sigma implementation in a large scale organisation with reference to Indian companies.
5. Write an essay on the evolution of knowledge management.
6. Define quality of work site? How you can measure the QWL in a Textile mill? Explain your answer with Indian context.

7. Explain some best practices in system management of Indian companies.
8. Explain the process of bench marking and how will you fit in benchmarking in a TQM implementation.
9. “Change is inevitable in every organisation”. Explain and write your answer with reference to Indian companies.
10. Explain the process of re-engineering in an organisation.