

**MPL-602**

**RMB-02**

**M.Phil. DEGREE EXAMINATION –  
JUNE, 2006**

**Management**

(For candidates admitted in AY-2005-06)

**EMERGING ISSUES IN MANAGEMENT**

Time : 3 hours

Maximum marks : 75

**PART A — (3 × 5 = 15 marks)**

Answer any **THREE** questions.

Each question carries equal marks.

1. What is the significance of “Customer Relationship Management”?
2. Write a note on Activity Based Costing.
3. Briefly explain the concept of “Five S's”.
4. Outline the recent trends in Human Resource Accounting.
5. Explain, “Value Engineering Management”.
6. List out the salient features of Bio-informatic.

**PART B — (4 × 15 = 60 marks)**

Answer any **FOUR** questions.

Each question carries equal marks.

7. Enumerate the global trends in Marketing.
8. Trace out the track-record of “Corporate Governance” in the Indian Context.
9. Identify the similarities and differences between “Total Quality Management” and “Six Sigma Techniques”.
10. Describe the various issues pertaining to gender issues at work.
11. Write notes on :
  - (a) Human Resource Accounting
  - (b) Distributed databases
  - (c) Internet programming
  - (d) Kaizen.
12. Specify the merits and demerits of flexi-time jobs.
13. Explain the inter-linkages between various issues pertaining to quality. Assurance in systems management.