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MS-43

MANAGEMENT PROGRAMME (MP)
Term-End Examination
December, 2023

MS-43 : MANAGEMENT CONTROL SYSTEMS

Time : 3 Hours

Maximum Marks : 100

Weightage : 70%

Note : (i) *Attempt any five questions.*

(ii) *All questions carry equal marks.*

1. Explain the nature and purpose of management control. Identify various critical components of management control and discuss their influence on the behaviour in the organization.
2. Explain the interface between strategies and management control. Discuss the concept of Radical Performance Improvement (RPI) and analyse the role of management control system in implementing radical performance improvement.

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3. What are 'Responsibility Centres' ? Why are they established ? Explain in detail the various types of responsibility centres.
4. What are the various forms of 'Inter-Company Transfer' ? Discuss the Arm's length principle and explain its application in Inter-Company Transfer.
5. Define 'Investment Centre'. Explain the overall performance measures used to determine the performance of investment centres. Discuss their relative merits and demerits.
6. What is 'Performance Measurement' ? Explain the various types of metrics used for performance measurement and identify the purpose for which they are being used.
7. Explain the following :
 - (a) Enterprise Resource Planning
 - (b) Business Process Reengineering
8. What are the characteristics of service organisations ? Explain the risk characteristics of 'Banks' and discuss the role of management control system in containing these risks.