

**ADVANCED CERTIFICATE IN POWER  
DISTRIBUTION MANAGEMENT****Term-End Examination****June, 2008****BEE-003 : MANAGEMENT OF POWER  
DISTRIBUTION***Time : 3 hours**Maximum Marks : 100***SECTION A**

1. Choose correct answer. 10×1=10
- (i) Closed system is self-sufficient and self-regulatory.  
True/False
  - (ii) Accounting Standard AS-9 deals with depreciation  
accounting. True/False
  - (iii) Every organization needs to define its core values in  
writing. True/False
  - (iv) Load factor is the ratio of peak demand to average  
demand. True/False
  - (v) Bringing attitudinal change in an organization is a  
very easy task. True/False

- (vi) The three components of Project Management are
- (a) time, cost and scope
  - (b) time, customer and completion date
  - (c) specifications, cost and time limit
  - (d) technique, cost and definition
- (vii) Key result areas are not an integral part of performance management system. True/False
- (viii) It costs more to acquire a new customer than bringing back a lost customer. True/False
- (ix) One of the affects of conflict in an organization is that leadership becomes more directive. True/False
- (x) It is desirable to have strong communication links from top to bottom in an organization. True/False

## SECTION B

Answer any *ten* questions.

10×3=30

2. Define open management system.
3. Why do we need to define quality policy of a company ?
4. Explain the basic techniques used for motivating employees in an organization.
5. Why are values of employees an important factor in relation to the organizational purposes ?
6. Why is ethical behaviour expected from all, under all the circumstances ?
7. What do you understand by effective corporate governance ?
8. Explain how ISO 9001 is part of quality system.
9. Why it is important to go for formal closing of a project ?
10. What are the key components of performance management system ? List them.
11. What are the methods for measuring customer satisfaction ?

12. What are the barriers in effective communication ? List them.
13. What are the steps in communication process ?
14. What is a trial balance ?

## SECTION C

Answer any **ten** questions from this section.  $10 \times 6 = 60$

15. What are the main sources of conflicts in an organization ?
16. Explain in brief techniques of resolving conflicts in an organization.
17. Differentiate between customer satisfaction and customer delight.
18. Discuss the implications of project execution under Turnkey Contract system.
19. Explain different types of networking distribution systems.
20. What are the problems encountered in vertical communication in an organization ?
21. What do you understand by TQM ? Explain.
22. Discuss the customer index for a power distribution utility.
23. What are the main features of double account system ?
24. Explain why customer satisfaction survey is important and how it is conducted.
25. Describe Supply Chain Management.
26. How are costing methods helpful in recovering the overheads ? Explain with suitable example.

